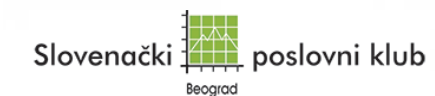




# COMPANY PROFILE

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SERVICES
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## EUROTRANSLATE D.O.O.

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info@eurotranslate.rs, www.eurotranslate.rs

## COMPANY HISTORY AND STRUCTURE

**Eurotranslate** is a translation agency in Belgrade Serbia.

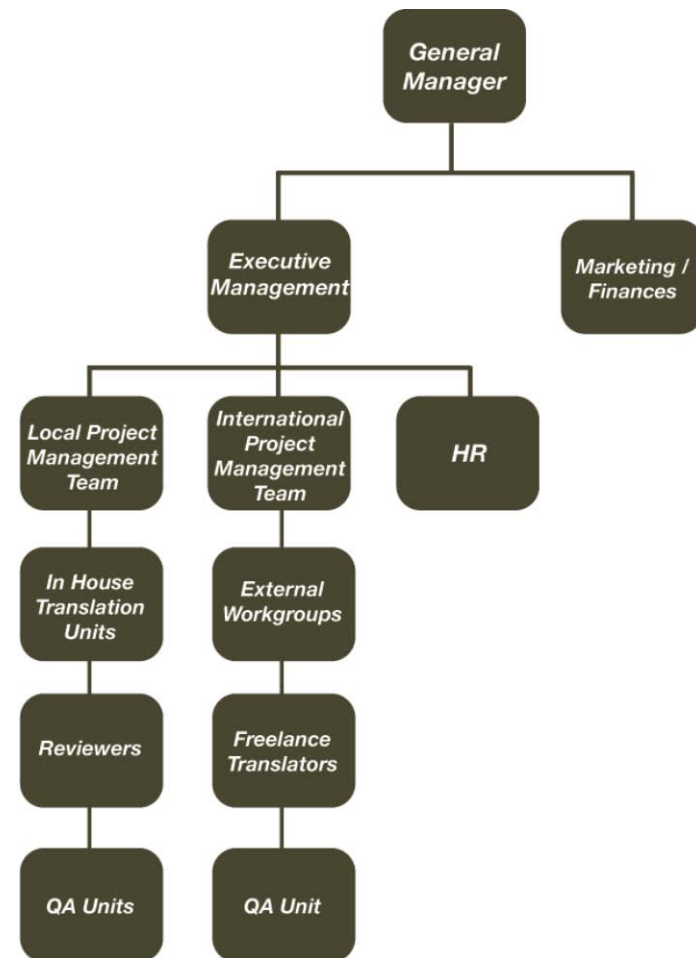
Belgrade office was established in July 2006, after thorough resource analysis and trainings of translators and serves as a focal point of communication (coordination, QA process, strategic planning, clients' communication, marketing) of both sub-offices, work groups/teams of translators in other countries (LT, LV, EE, CZ, BOS, CRO, RUS, UKR, BG etc.) and freelance translators (currently approx. 380).

In 2009 a branch was opened named Language Shop, specialized in court certified translations. Though separate legal entities, the two companies are working as one in order to spare the client with additional paperwork and procedures.

Basic services we provide include: translation, localization, proofreading & independent review, interpreting, court certified translations, DTP.

Over the past four years of its operations, Eurotranslate has delivered over 5 million pages of translation of diverse fields such as legal, technical field, mechanical and civil engineering, automotive industry, food processing engineering, HR, business, finance, accounting, insurance, IT and so on.

Foreign companies account for over 80% percent of Eurotranslate's client base and our regular clients also include large renowned international companies, NGOs such as International Finance Corporation, UNDP, Google, NLB bank, Nokia, General Electrics, Dell, Microsoft, Ford, Citroen, Peugeot, Key Technology alongside prominent regional companies such as JPPTT, Marfin Bank, Mercator and Koridor 10 and many more.



## OUR TEAM

Eurotranslate has 14 regular employees. The rest are contracted either on full-time or part-time basis, and engaged upon need. When working on larger projects, a team of freelance translators, reviewers and QA personnel is gathered to work in-house due to consistency, quality and workflow purposes.

Our Project Managers have gained experience working for world's biggest translation agencies.

Our in-house & freelance translators and QA team have also been carefully selected according to their previous experience and work on projects from various fields. All of our team members are continuously upgrading their knowledge in the scope of translation industry and translation technology attending various seminars and conferences such as Localization world Elia, GALA, ProZ seminars and other.



For smaller, non-continuous projects we have an extended database of over 380 tested freelance translators and subcontractors at our disposal.

Freelance translators are carefully chosen as well. They need to fulfill well defined criteria: advanced university degree (or equivalent qualification), at least 5 years of proven professional translation experience, perfect command of source language and native in target, excellent PC skills and knowledge of CAT tools, pass evaluation tests.

## Languages

Translation to and from all European and major non-European languages:

English  
German  
Italian  
French  
Spanish  
Dutch  
Norwegian  
Swedish  
Albanian  
Bosnian  
Bulgarian  
Croatian  
Czech  
Estonian  
Greek  
Lithuanian  
Latvian  
Macedonian  
Polish  
Russian  
Romanian  
Serbian  
Slovak  
Slovenian  
Turkish  
Ukrainian  
Hungarian

## Fields of translation

### Legal translations:

- Statutes, regulations and directives
- Contracts, deals and settlements
- Auction and offer documentation
- Trial documents
- Court documents and decrees
- Meeting protocols
- Certificates
- Notarial deeds

### Economic and Financial translations:

- Economic-financial analyses and reports
- Balance sheets and financial reports
- Business plans
- Bank and investment product descriptions and contracts
- Insurance documentation
- Business correspondence

### Technical and Industry translations:

- Operation and Maintenance Manuals and documentation
- Catalogues
- Product cards and descriptions
- Textbooks
- Projects and schema
- Technical drawing descriptions

### IT and Telecom translations:

- Software (user interface, help files, and instructions)
- Hardware descriptions and instruction manuals
- Telecom equipment descriptions
- Websites
- E-learning
- Computer games

### Automotive industry translations:

- Motor vehicle instruction manuals
- Warranties
- Promotional materials

### Medical and Pharmaceutical translations:

- Medical equipment instruction manuals
- Medical procedures
- Clinical analyses documentation
- Drug registry documents
- Medication description and leaflets
- Hospital medical records, doctor's certificates, etc.

## Services

### Translation

### Review

### Proofreading

### Quality control



### Court certified translations



### Consecutive & Simultaneous interpreting





## QUALITY ASSURANCE

Eurotranslate is committed to setting the highest standards for quality and client service.

We carefully control the translation process and as it requires processes and tools that are much more complex than resorting to dictionaries and machine translations.

In order to provide clients with high quality translations a series of coordinated resources come into play, both human and IT.

### CAT

SDL Trados	2007 Suite
SDL Trados Studio	2009, 2011
Idiom	9.0.1.49
SDL Passolo	2007, 2011
Across	5.5
MS LocStudio	6.11
MS Helium	
Transit NXT	
Fortis Revolution	
TStream Studio	
Markem LTU	



#### QA manual revision:

Language / terminology adequacy & correctness, consistency, spell check, accuracy, and layout

#### QA tools:

XBench, Verifika, ErrorSpy, tools built in Trados, SDLX and other CAT tools combined with manual review

Name	Work	Order Number	Date Handed Over	Amount	Unit	Mark
EUROTRANSLATE Translation incl	75025B1	5.1.2010	1	Project	1	
EUROTRANSLATE Expert proofre	75069C1	6.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75092C1	6.1.2010	1	Project	1	
EUROTRANSLATE Translation	74912A1	8.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75155B1	8.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75191F1	11.1.2010	1	Project	1	
EUROTRANSLATE Translation	75185B1	12.1.2010	139	Word	1	
EUROTRANSLATE Translation incl	75230B1	12.1.2010	198	Word	2	
EUROTRANSLATE Translation incl	75268B1	13.1.2010	1	Project	1	
EUROTRANSLATE Translation	74917A1	14.1.2010	1	Project	2	
EUROTRANSLATE Translation	75266C1	14.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75348F1	15.1.2010	1	Project	1	
EUROTRANSLATE Translation	75407A1	18.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75415C1	19.1.2010	1	Project	1	
EUROTRANSLATE Translation	75456I1	20.1.2010	1	Project	1	
EUROTRANSLATE Translation	75471G1	21.1.2010	1	Project	1	
EUROTRANSLATE Expert proofre	75451A1	21.1.2010	10	Hour	1	
EUROTRANSLATE Translation	75559H1	22.1.2010	1	Project	1	
EUROTRANSLATE Translation	75516G1	22.1.2010	1	Project	1	
EUROTRANSLATE Translation	75543A1	22.1.2010	312	Word	1	
EUROTRANSLATE Translation	75584G1	25.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75586C1	25.1.2010	1	Project	1	
EUROTRANSLATE Translation incl	75586C3	25.1.2010	1	Project	1	
EUROTRANSLATE Pre-print proofr	75639H1	26.1.2010	1	Project	1	
EUROTRANSLATE Translation	75588J1	26.1.2010	389	Word	1	
EUROTRANSLATE Translation incl	75646B1	26.1.2010	1	Project	1	
EUROTRANSLATE Pre-print proofr	75697G1	27.1.2010	1	Project	1	
EUROTRANSLATE Pre-print proofr	75704I1	28.1.2010	1	Project	1	
EUROTRANSLATE Translation	75634B1	29.1.2010	1932	Word	1	
EUROTRANSLATE Translation incl	75781B1	29.1.2010	1	Project	1	
EUROTRANSLATE Translation	75812H1	1.2.2010	1	Project	1	
EUROTRANSLATE Translation	75812G1	1.2.2010	1	Project	1	
EUROTRANSLATE Translation	75836A1	1.2.2010	1	Hour	1	
EUROTRANSLATE Translation incl	75876F1	2.2.2010	212	Word	1	
EUROTRANSLATE Expert proofre	75933A1	4.2.2010	1	Project	1	
EUROTRANSLATE Translation	76033F1	9.2.2010	570	Project	1	
EUROTRANSLATE Pre-print proofr	76082B3	10.2.2010	1	Project	1	
EUROTRANSLATE Translation	76144A1	10.2.2010	1	Project	1	
EUROTRANSLATE Translation incl	76105F1	10.2.2010	1	Project	1	
EUROTRANSLATE Translation	76282I1	16.2.2010	1	Project	1	
EUROTRANSLATE Translation	76282E1	16.2.2010	1	Project	1	
EUROTRANSLATE Expert proofre	76404A1	22.2.2010	2	Hour	1	
EUROTRANSLATE Translation	76422G1	22.2.2010	1	Project	1	
EUROTRANSLATE Expert proofre	76535A1	24.2.2010	1	Project	1	
EUROTRANSLATE Translation	76472E1	24.2.2010	1	Project	1	
EUROTRANSLATE Translation	76562M1	24.2.2010	189	Word	1	
EUROTRANSLATE Translation	76472I1	24.2.2010	1	Project	1	
EUROTRANSLATE Translation	76612H1	25.2.2010	1	Project	1	

## ISO Quality report

### Evaluation performed by ISO certified agency

We regard highly the work that you have carried out for us so far. Similarly, thanks to you, we are able to provide translating services in accordance with the implemented translation quality standard DIN EN 15038 and ISO 9001:2008 Quality Management System Certificate, and keep improving the quality of our services.

Each translation, correction and interpretation is subject to an output check in our company. The output check results in a mark concerning your performance according to the rating scale.

### Evaluation – Check – Rating Scale

Each translation, correction and interpretation is subject to an output check in our company. This is an initial Formal evaluation of your performance, which does not encompass the correctness of the language, stylistics and grammar of the translation.

#### Mark 1

- The work was rated as very good, nothing was missing, and the graphic layout was according to the instructions in the Order Document.

- The customer was satisfied with the Report on Carried Out Work and did not have any reservations or complaints.

#### Mark 2

The work had one or more of the below-mentioned minor mistakes or shortcomings:

- 1 or more typos, a bad graphic layout, the instructions in the Order Document were not adhered to.

- Unnecessary or additional keystrokes (so-called "dotting" instead of using the tab or ruler, etc.)

The customer had less serious reservations and complaints.

## some of our PROJECTS

Microsoft	Localization of the user help portal	700 pages (ongoing)
Samsung	Localization of the Samsung consumer products Web site	500 pages
LG	Localization of various materials for the consumer products Web site	250 pages
McAfee	Localization of user help for the McAfee software and various parts of their Web site	600 pages (ongoing)
Microsoft	Localization of various software modules in LocStudio 6.11	300 pages
Opel	Localization of various materials for their Web site	400 pages (ongoing)
Google	Localization of various materials for Google Maps and Google Earth	100 pages
Samsung	Localization of user manuals for their camera division	200 pages
Panasonic	Localization of software and user manuals for TVs	100 pages (ongoing)
PE of PTT Traffic „Serbia“	As winners of public procurement, we were in charge for translating entire documents of the company (annual financial reports, business reports, contracts/agreements jubilee book on PTT history in Serbia, certified translations of official documents required by the law)	950 pages
Corridor 10 (Serbian company, founded by the Serbian Government for the purpose of construction of highway K10 through Serbia)	Tender documentation, contracts/agreements, documentation requested by international financing institutions, geology studies, documents related to expropriation of land, consecutive interpreting and pre-bid meetings and tender opening procedures, translation of K10 web site, certified translations requested by local government and financial institutions.	950 pages
UNDP	Materials and Manuals within the scope of activities of UNDP	200 pages per language
Elektroprivreda Crne Gore (Montenegrin company for distribution of electric power)	Annual financial reports, list of property, balance sheets, financial statements and other documents required for tender procedure	350 pages
Lawyers' and Barristers' offices	Translation of legal documents for their clients, claims, appeals and other documents related to various court procedures, interpreting at hearings etc.	over 2000 pages
INTRACOM TELECOM	Private company specialized in providing telecommunication services and equipment – translation of all sorts of documents requested for public procurement procedures and regular business activities, articles of incorporation, annual reports, financial reports, offers, decisions...	Over 1500 pages
COD	Education, work with handicapped persons and similar topics	over 800 pages
FACULTY OF ORGANIZATIONAL SCIENCES, UNIVERSITY OF BELGRADE	Curriculum with description of courses for all study groups	300 pages
International Finance Corporation	Environmental Management issues	150 pages
Philip Morris International / DIN	HR, internal policies, press clipping, intranet portal for management and employees, company policies and regulations	over 1000 pages
EUROPEAN FEDERATION OF PUBLIC SERVICE UNIONS	EPSU conference and training documentation.	over 500 pages
EMBASSY OF ANGOLA	Certified documents	100 pages
EMBASSY OF SWEDEN	Documents, Reports	20-80 pages
Banks: NLB, MARFIN, ProCredit, Societe Generale	Financial report, Insurance documents, documents related to banks' business activities	over 400 pages
MERCATOR, IKEA	Complete documentation for opening the trading centres in Bulgaria and for trading centres in Serbia, as well as other relevant documents. Policies, HR, specifications, procedures	over 2000 pages
DRI	Tehcnical standards	over 6000 pages
Amgen, Onyx Therapeutics, Inc., Aveo Pharmaceuticals	Colorectal carcinoma, Relapsed and Refractory, Renal Cell carcinoma, Breat cancer, Non small cell lung cance, Metastatic colorectal cancer Multiple Myeloma	1000 pages
St. Jude, Dijamed, Biomedica	Pericardial patch, Pacemakers, Electrophysiological cables, Pressurewire receiver, RadiAnalyzer™ Xpress, Vena Cava filter&study, Ablation Chatehters, Valve, Aspiration Chateter	600 pages
Respironcis, Covidien	Philips Respironics multi-patient use masks, Fit Life, ARGYLE* SENTINEL SEAL...	400 pages
Vifor (International) Inc	peritoneal dialysis	200 pages
Transperfect, Hunnect	Neurologic findings, QUIP Rating Scale, multiple sclerosis	120 pages
Covidien	Chatethers	300 pages
Biomedica, JAZAS	Brucella antibody tests, Chlamydia trachomatis, HIV/AIDS patient leaflets, EBV, CMV, HBV	300 pages
Transperfect, Immatics	mTOR INHIBITORS, Anti-cancer vaccine	400 pages
Baxter, Transsperfect	Hemophilia A or B and a high titer inhibitor, CML	800 pages
GSK Biologicals	MAGE-A3 positive resected stage III melanoma	200 pages
Transperfect	Onyx therapeutics, pregnancy risk minimization plan	80 pages
Transperfect, Allergan	enVista™ HydroStable Acylic AO Lens, Glaucoma, Optive drops	80 pages

## REFERENCES

### SERBIA:

AB LIFT	GASOP	MIA	TOPLICATRANS
ADECCO OUTSOURCING	GENEX SISTEM	MIK	TOTAL SERBIA
AGROUNIK	GOPRO	MILBOR PROMET	TRANSPORTŠPED
ALFA BAU	GRADING	MILCOMMERC	TREZOR VOLGA
ALFA FOODS	GREENS	MILL COMMERCE	TRIGO
ALKADON	HEICKO SCHRAUBEN	MINISTARSTVO PRAVDE	UNHCR
ALPHA LOGISTIC	HOLCIM	MOGUL BALKAN	UNIJA BG
AQUASKI	HSE BALKAN ENERGY	NATURAL LABORATORIES	UNODS
ASL	IB INTERBILANZ	NLB CONTINENTAL	UTS
ASSESSMENTS SYSTEMS	ICI	NOVE TEHNOLOGIJE	VELEXFARMA
ATB SEVER	IKEA	NPS	VESIMPEX
AUDIOVOX	IMLEK	OBRENOVIC TEAM	VICTORIA GROUP
AUTOPREVOZ AD ČAČAK	IMPERIJA FOREVER	OPREMING	VITARELAX
AVENE	INC	OSCE	VOLGA
BALKANSKI FOND	INK	OTIS	WALL DII
BEBIR	INSA	PANVITA	YU LABEL
BEOHEM	INTEGRAL GROUP	PETROKOR	INSTITUT ZA MOLEKULARNU GENETIKU I GENETIČKO INŽENJERSTVO
BEOTEHNIKA	INTERNATIONAL CURRENCY EXCHANGE	PILETIC	JAVNO PREDUZEĆE PTT SAOBRAĆAJA „SRBIJA”
BS UGO OPREMA	INTERNATIONAL FINANCE CORPORATION	PINOLES	...
CASA FUTURA	INTRACOM TELECOM	PRAXIS	
CCTV	INVEST GRADNJA	PRICEWATERHOUSECOOPERS	
CIKLOMEN	IRMA	PROCANT S	
CITY MEDIA PLUS	ISS	PROCREDIT	
CITYBANK	ISUZAWA	PSI	
COD	ITAF ICT	RANEX	
COFIS	JAVNO STAMBENO	RED ART	
COMPANY TOPY	JAZAS	ROK IT	
COTEAM	JUGOAGENT	RUBICON	
DENEZA	KALCER	RUDARSKI INSTITUT	
DEXIN	KATADUZO	RUMATRANS	
DIJAMED	KBS PUMPE	SAPUNDZIJSKA RADNJA	
DND COMMERCE	KEYTO METALS	SCHWARZMUELER	
DORMA DOOR SYSTEMS	KNJAZ	SEECAP	
DOW	KOMPAS	SEND	
DRI	KONSTRUKT	SHADDOWS	
ECO GLOBAL	KORIDOR 10	SIKA	
EMPORIO MEDICAL	KRAFT	SINIAT BEOČIN	
ENGINEERING-BUREAU	KREATIVA	SPORT VISION	
ENTRE	LAW FIRMS	SPRINT ENERGY	
ERAD	LOVAC	SRPSKA FABRIKA STAKLA	
ERNST&YOUNG	LTD LOGISTICS	SRPSKO UDRUŽENJE STERILIZACIJE	
EUROENERGA	LYCTUM	SUNCE	
EURORAČUNOVODSTVO	M CENTAR	SYSTEM ONE	



# REFERENCES

## SLOVENIA:

MERCATOR  
DRI  
EWOPHARMA  
LEEMETA  
AGENCIJA ANTONOV  
TRIGO

## CROATIA:

CONTINUUM  
ACTI LABORES  
CONTINUUM

## AUSTRIA:

UNDP  
BENE  
SCHAEFFER

## SWITZERLAND:

PSI, Pharma Support International AG

## SPAIN:

INSTITUT EUROPEU DE LA MEDITERRÀNIA

## GB:

TRANSPORT INTELLIGENCE

## IRELAND:

MARRILL BRINK INTERNATIONAL IRELAND

## HUNGARY:

SERVIER  
HUNNECT  
LEG Magyarország  
BiTrial

## FRANCE

ATOM E CITY  
MULTI LINGUAL TRADUCTIONS  
TRADEST  
MISTER BABEL  
TRADASTUR  
EUROPA TRADUCTION  
UTP

## ITALY:

INTRAWELT  
LANGEXPERSS  
EUROSERVIS

## FINLAND:

TURUN TÄYSKÄÄNNÖS OY

## DANMARK:

AP TRANSLATION

## LATVIA & LITHUANIA:

HIEROGLIFS  
DISKUSIJA  
UAB "VERTIMO NAMAI"

## BELGIUM:

BAT, BABBLE ASSOCIATED TRANSLATION  
LITTLE SHOP

## SLOVAK REPUBLIC:

ALIAS

## CZECH REPUBLIC:

ASPENA  
MORAVIA  
TRADUCTERA  
ETERRA  
SKRIVANEK  
JURISTRANS

## POLAND:

LIDO-LANG  
MKLINE  
MAGIT  
APOLONICA

## MALTA:

MEDIA CONSULTA MALTA LTD

## ASIA:

CHODAI, Japan  
WORDSMITH, India  
BOSH INDIA

## USA & CANADA:

INTERNATIONAL REPUBLICAN INSTITUTE  
THE GEO GROUP CORPORATION  
TRANSPERFECT  
CRIMSON LIFE SCIENCES  
DATAWORDS  
TRANSLATLATNIC TRANSLATIONS  
EUROLOGOS TORONTO  
FOREIGN TRANSLATIONS  
GLOBAL TRANSLATIONS  
TEMPLE TRANSLATIONS

## AFRICA

ALL LOCATRANS, EGYPT

...

GOOGLE

NOKIA

DELL

IKEA

MICROSOFT

SAMSUNG

PEUGEOT

SONY

KEY TECH

LG

GENERAL ELECTRICS

MAGELLAN

OPEL

PHILIP MORRIS

BOSCH

HEWLETT PACKARD

KENEXA



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