

Technical Translation

Delivering the expertise needed to handle complex technical translation requirements



Solution overview

- High-quality, ISO-certified translation services
- Scalable workflow solutions
- Free access to translation management platform
- Expertise in all industry-standard translation, DTP and authoring tools
- Certified terminology services

Translating technical material requires a broad set of skills and services in order to ensure quality and accuracy. The challenge for many buyers of translation services lies in ensuring that their content is handled by the right people at the right cost, while keeping sight of the importance of time to market.

Through many years' experience across the IT, Hardware, Automotive, Electronics and Industrial Engineering domains, Milengo's technical translation services have been developed to meet each facet of this challenge: guaranteeing native-speaking linguists with subject matter expertise in their chosen field, flexibility and scalability, streamlined translation management on the client's side, dedicated desktop publishing (DTP) and engineering services, and expert terminology services.

Our quality commitment

- ➔ ISO 17100:2015-certified translation services
- ➔ Native-speaking, specialist translators
- ➔ Regular testing and evaluation of linguistic performance

Workflow solutions

- ➔ Fully scalable translation solution
- ➔ Workflows adapted to clients' schedule expectations
- ➔ Language leads for large, complex projects with tight deadlines

LanguageDesk

- ➔ Free-to-use, web-based platform for managing all aspects of translation projects
- ➔ Review module for managing client review workflows
- ➔ SSL certificates from Symantec for data security

Translation quality and subject matter expertise

Certified translation services and specialist linguists ensure the quality level that customers demand.

Milengo is an ISO 17100:2015-certified language service provider (LSP). This certification is obtained by demonstrating the ability to meet a comprehensive range of process requirements deemed necessary for the delivery of quality translation services. As an international standard, it defines the proper processes relating to all aspects of providing translation services and governs how Milengo ensures quality throughout all of its activities.

For the translation of technical content, it is crucial that linguists are not only native-speakers of the target language but subject matter experts in their field. Milengo employs a range of different tests to evaluate whether linguists are a suitable match for given technical subject areas. Before working with Milengo, linguists are invited, based on proven industry experience and qualification, to participate in test translations for content from their chosen field of expertise. At this stage, only 10% of completed tests meet the requirements for a pass grade. All Milengo linguists are then subject to ongoing linguistic quality assurance tests to ensure that a consistent quality level is being met.

Flexibility and scalability

Scalable translation solutions increase productivity throughout all processes to meet strict turnaround times and reduce time to market.

Flexibility and scalability are key to Milengo's focus on meeting customer demands. While delivering the required language quality is a clear target, the inability to adapt to certain needs and scale up translation efforts and resources can mitigate the benefits of even the most highly optimized processes.

Milengo understands that schedule requirements can often dominate the translation process. Where turnaround times need to be tight, Milengo is able to effectively adapt its workflows to deliver higher productivity. With more linguistic resources working on a single project, a lead translator is brought in to oversee this step and ensure that translation quality and consistency is not compromised.

Translation management platform

Secure, online solution to simplify the management of translation projects.

Managing translation requests can be time intensive. This is why Milengo developed LanguageDesk, a free-to-use, web-based translation management platform. LanguageDesk makes it incredibly simple to request translations, view and approve project quotations and receive deliverables, all from one place.

For large technical documentation, it's common to require regional reviews of translated material before being published. LanguageDesk's integrated review module makes this process much smoother.

LanguageDesk also acts as a central repository for all language assets, such as translation memories and glossaries, so they can be quickly accessed at any

The right tools

- Industry-standard translation tools for higher productivity, cost reduction and automated quality assurance checks
- Scalable in-house DTP team experienced in all design and authoring tools
- Innovative custom solutions for automating manual tasks and processes

Terminology expertise

- ECQA-certified terminology management
- Glossaries developed and optimized by in-house terminology managers
- Translation tool integration to ensure correct terminology is applied in translated files

Selected clients

- Infor
- D-Link
- Kobelco
- Mobotix
- Targa
- Open Mind

time by any user in your organization. And with SSL certificates from Symantec, you have full confidence in the security of your data.

Tools and technology

Advanced, industry-standard tools and expert in-house teams deliver far-reaching benefits

Milengo works with all industry-standard translation tools. The benefits of these tools are clear: far greater productivity for translators working on your projects, extremely versatile handling of common file types, use of translation memory technology to leverage existing translations and reduce costs, and powerful built-in quality assurance checks.

Our dedicated in-house DTP team are experienced in all popular desktop publishing and authoring tools, so your documents come back in the same format and with all necessary layout adjustments completed – in both left-to-right and right-to-left languages. This in-house solution means we can easily scale up efforts where high volumes are required within short timeframes.

Innovation is also at the heart of Milengo's service model. Our engineers are always looking at ways to streamline and automate processes by developing custom scripts that handle many of the manual tasks that typically require the involvement of key resources.

Terminology management

Certified terminology management for absolute language accuracy when dealing with highly technical subject matters

Correct terminology usage is crucial for technical industries; it ensures that information is accurately communicated and fully understood and customers are able to use or operate products properly.

Milengo's terminology management services, certified by the European Certification & Qualification Association (ECQA), are designed to help customers develop a comprehensive, multilingual glossary of key industry terminology to be applied on all translation projects. Our terminology managers can help develop glossaries from scratch by extracting candidate terms from existing content or build upon and optimize current glossaries your organization might have available. All glossaries can be incorporated directly into the translation tool environment, so that linguists are able to see and apply approved terminology consistently throughout all projects. If required, we can also grant client access free of charge to our preferred web-based terminology management tool, QTerm.

→ To learn more about Milengo's technical translation solutions, please contact sales@milengo.com