

Comtec

Your translation partner

Local Expertise. Global Impact.

comtectranslations.co.uk



Translation is more than words

We don't just translate. We transcreate, copywrite, localise, project-manage, reassure, juggle, subtitle, develop, interpret and voiceover – in over 200 languages and across sectors.

For each translation project, we assemble the best team for your needs. That means expert project managers, specialist subject linguists, proofreaders and we even have a quality assurance officer to make sure everything meets our high standards.

All of our linguists are in-country native speakers and specialists in subjects such as marketing, elearning and even niche technical or legal topics. This means that your translations won't just be accurate, but socially and culturally sensitive and engaging.

We pride ourselves on excellent quality, project management and customer service. That's why all our translations are done by our approved linguists and undergo rigorous quality assessments and meet ISO 9001 and ISO 17100:2015 standards. With us, you can rest easy knowing your words are in safe hands.

We don't claim to do everything, but there aren't many challenges we can't handle when it comes to translations. If something seems complex or a little out of the box, just ask, we're sure our team can help.



Marketing Translations



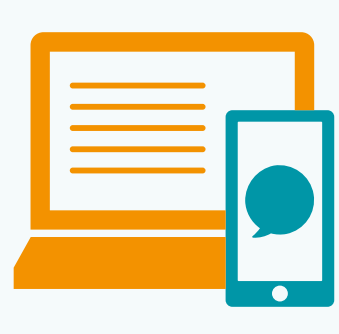
Transcreation



Website Translations



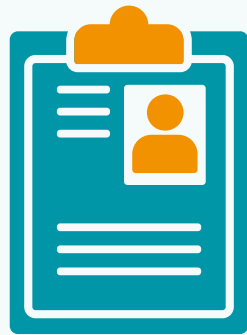
Brand Name Analysis



Translating Mobile Apps and Software



Internal Communication Materials



HR Translation Services



Technical Translations



L&D and Training Translations



Elearning Modules



Video Localisation



Legal Documents



Certified Translation



Healthcare Communications



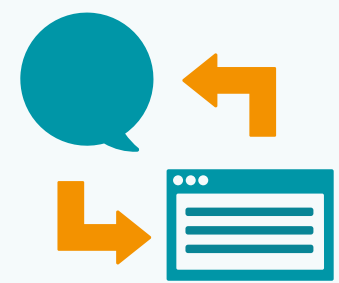
Multilingual Desktop Publishing



Machine Translation



Cultural Awareness Training



Cultural and Linguistic Audits

Your words deserve to be noticed for all the right reasons

Great content takes great effort

When you've worked hard to craft a killer advertising campaign or to design a captivating training programme, you want to make sure it packs a punch in every region.

What works in one part of the world often doesn't land in the same way in others. At best it might make for a funny lost-in-translation moment, at worst it could cause severe damage to your whole organisation. Great translations go much further than simply being 'correct'. They encourage emotional connection to your messages, create inclusivity and help your audiences feel that they are valued.

The effectiveness of your content and communications depends on their accuracy and cultural sensitivity. When you've taken time to get your message right in English, the last thing you want is for it to lose impact and integrity when it's translated for an international audience.

Whether you need training materials, legal documents, HR manuals or marketing content, our translations maintain the high quality and effectiveness of your original message, worldwide. The result? Accurate content and a global audience that's enlightened, engaged and receptive.

Your perks for partnering with us

Our team will be your translation partner and by working together we'll help you to:

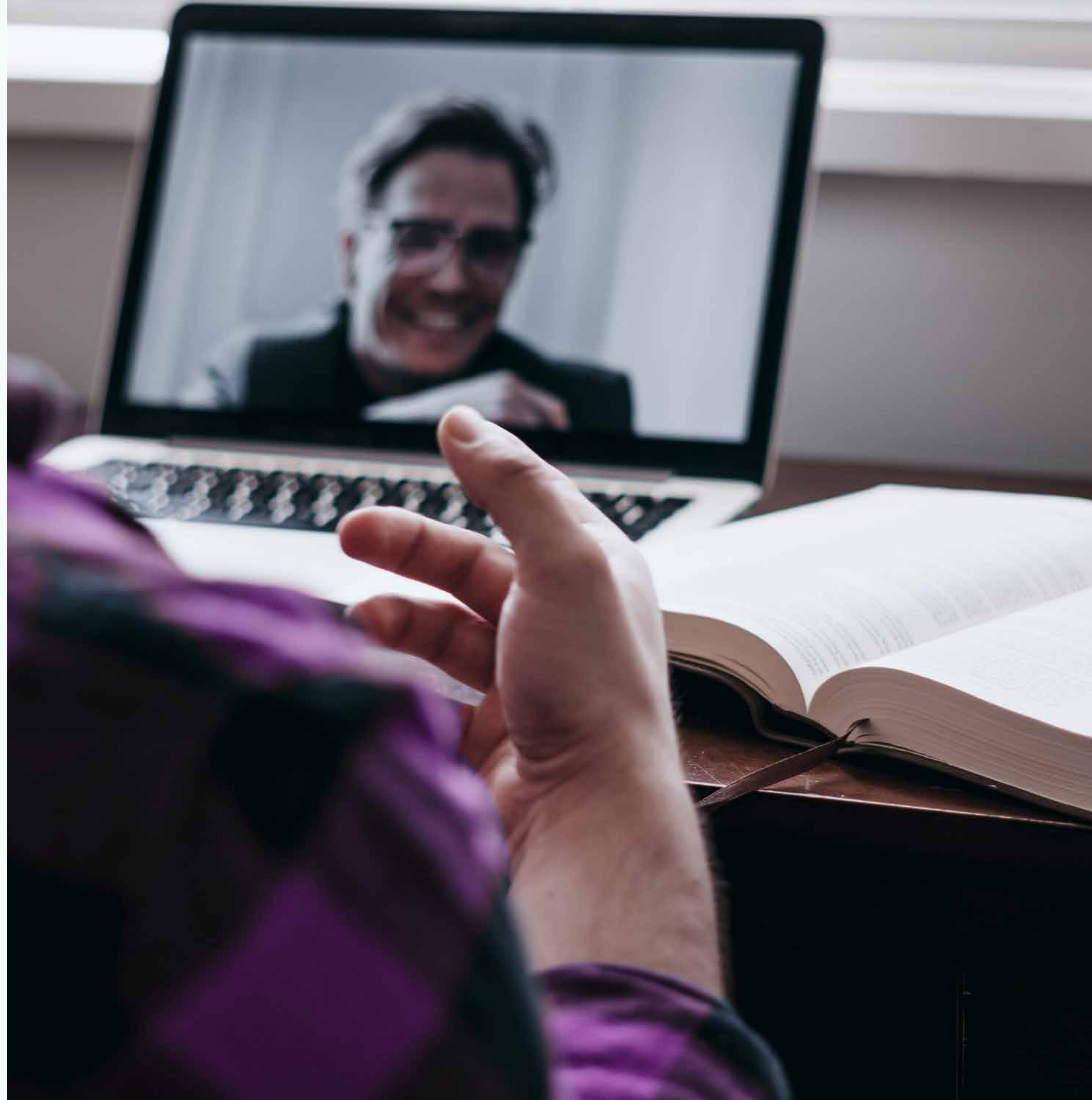
- **streamline your translation process**
- **produce accurate and effective translations**
- **create a clear, consistent and compelling brand voice across all corporate functions**
- **act fast to grasp global business opportunities ahead of your competitors**
- **spend more time producing new content, and less time managing translations**
- **work in harmony with your local market experts**
- **measure, monitor and improve the effectiveness of your translations**



“In unprecedented and dynamic times like this, it’s vital for us to communicate with our colleagues and customers in several different languages as quickly as possible. Comtec have done an outstanding job for us by turning these around as quickly as possible and have been a reliable partner.”

Roxy Walker

Group Director, Global Communications
Klöckner Pentaplast



Translation process that's designed around you

Phase 1: Immersion and setting up for success

We use this time to get to know each other and the brief. We'll agree on the best processes for project management and reviews, get you up to speed on our tech and ensure we have all the right reference material to hit the ground running.

Phase 2: Translation, localisation and more

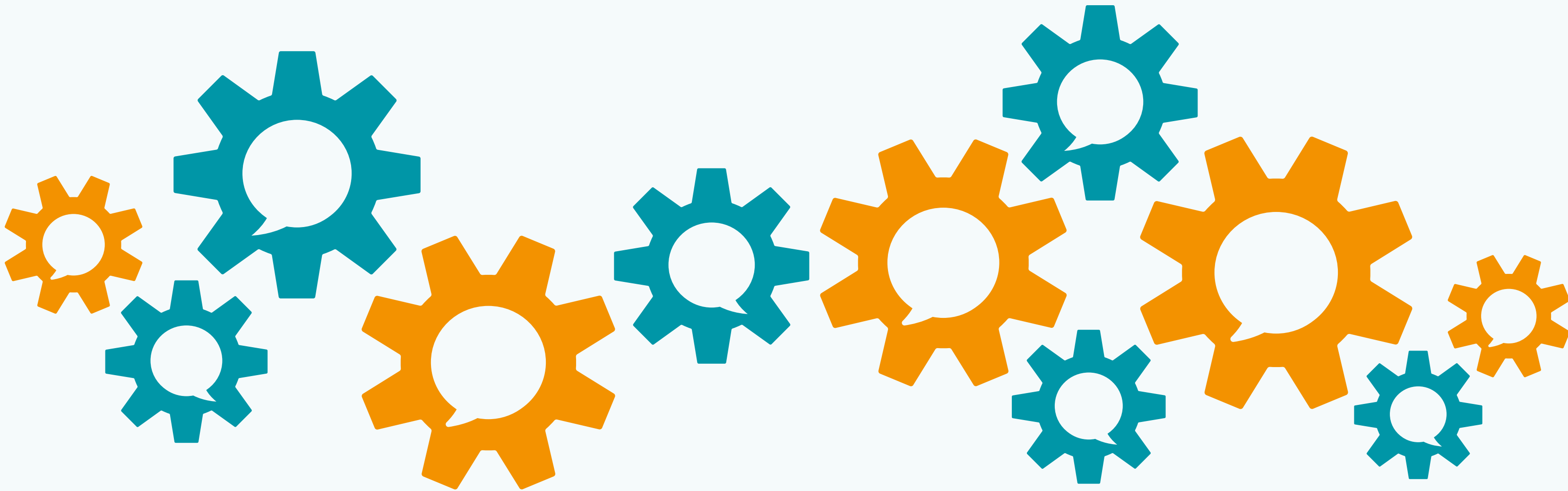
This step might vary between projects. One thing is certain, we'll collaborate with the best linguists, who are native speakers and experts in your topic, to deliver the translations you need. We can also develop subtitles or work with voiceover artists, we can take care of artworking for marketing and implementation for elearning modules. Our translations span far more than words to deliver what you need.

Phase 3: Quality checks and reviews

Quality to us goes far beyond the words on the page (or video). We consider syntax, flow and tone of voice, read more about our quality standards [here](#). We'll also work closely to support in-market review teams and streamline feedback and reviews.

Phase 4: Ongoing support

Many of our translation partnerships last several years (in some cases decades). We support your localisation needs long term, as well as maintain glossaries, reference texts and improve our services based on feedback and reviews.



Streamline workflows and in-country reviews

When you're used to running projects with hundreds of different linguists all around the world, you get pretty good at project management. But pretty good isn't good enough. That's why we go above and beyond what's expected to deliver project management excellence.

We work with our clients to find the right processes for them. Sometimes this means adapting to your internal company workflows, for others, we'll create hybrid or bespoke systems to make sure everyone is clear and on the same page.

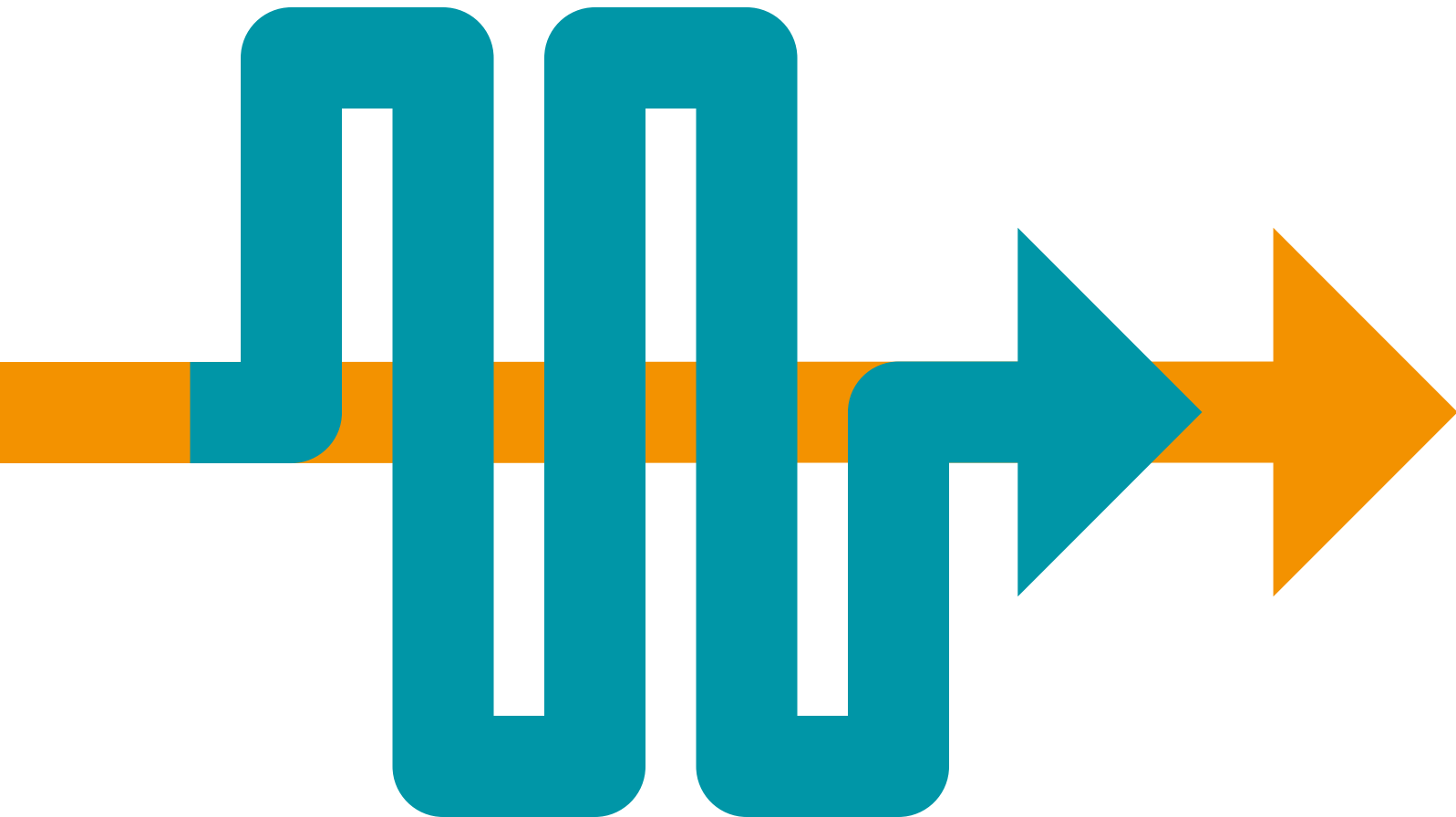
This allows us to work to tight deadlines across dozens of languages and keep a firm grip on every step of the project. You'll have peace of mind knowing that we've got everything covered, allowing you to get back to your day job, whilst we handle the rest.

Managing the in-country review process

WATCH HERE ▶

In-country reviews can be a huge asset to translation and localisation projects. If you, or your client, have colleagues working in the region you're translating for, they can provide valuable on the ground insight and feedback. It's also a great way to build a sense of ownership and unison between different markets for translations.

Yet managing this process can feel a little like spinning plates. To make the most of it, you need a robust process for managing feedback, agreeing on glossaries, establishing review frameworks and keeping everyone in the loop. This can be time-consuming and made even harder when not everyone speaks the same language. That's why we can work either directly with your in-country team or behind the scenes to streamline the entire process.



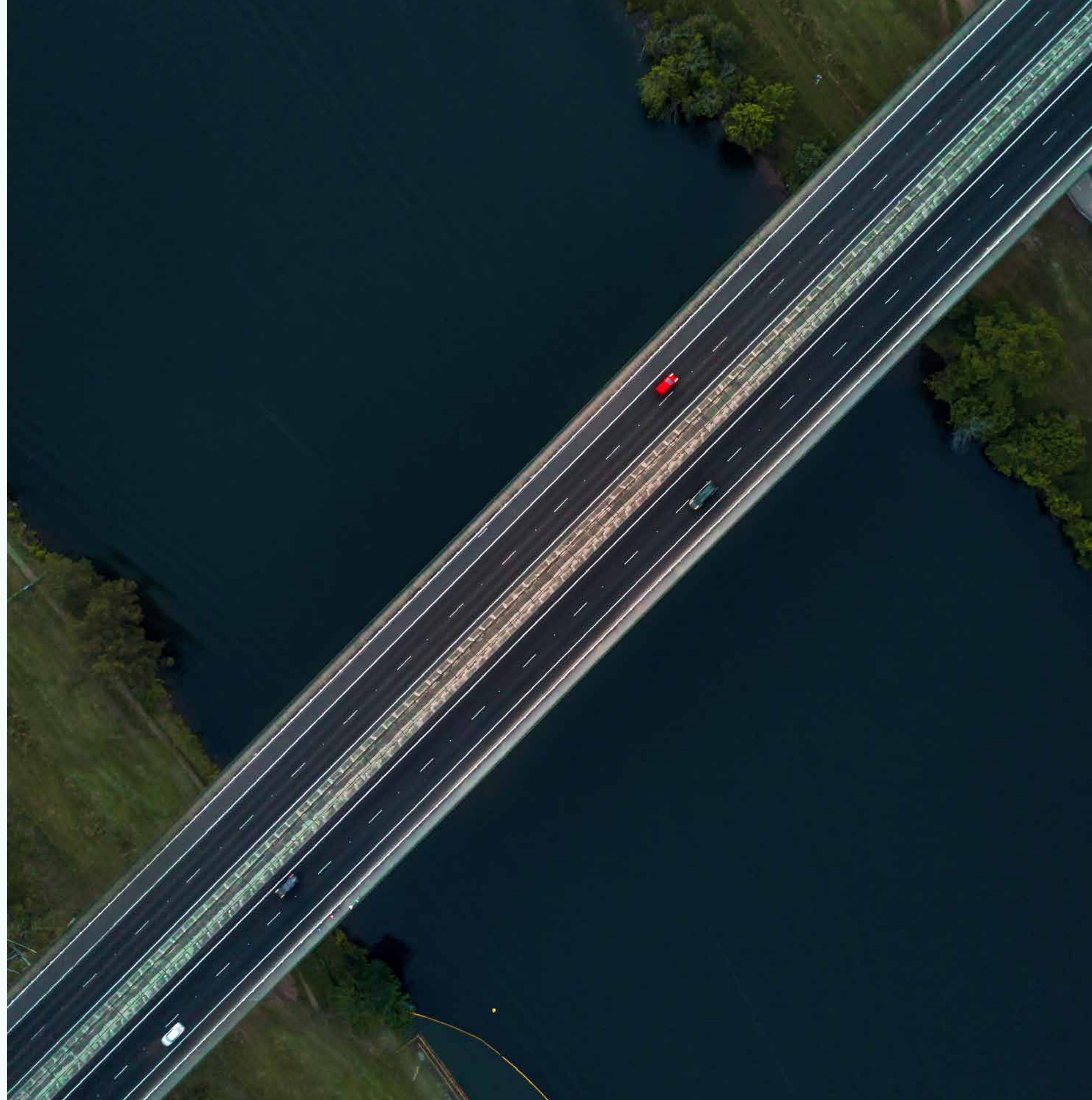
“I am always impressed that you not only get the work done professionally and on time, but that your translators and your team use their initiative to figure out the nuances of the language used in a piece of text and translate it accordingly.”

Ruth Boxall

Group Executive Assistant
A-Gas International



comtectotranslations.co.uk



Everything you need – all in one place

We see people and technology as a dynamic duo. We develop and use the best technology to improve quality, reduce costs and speed up turnaround times – all whilst keeping the essential human touch.

With a suite of clever tools available, ranging from translation memory software to online review tools and our client portal, together with a translation API and range of connectors for integrating with your systems, all our tech is built to make the translation process as seamless and intuitive as possible, saving you time and speeding up the process.

A world of translations in one portal

Our portal links to our bespoke translation management system (TMS), giving you complete transparency and control over projects. With one click you can request quotes, upload documents for translation, check the status of projects, review translations from anywhere in the world, manage project costs and access all past translations. We'll even send you notifications when your translations are ready to be reviewed by your team.



Time-consuming translations: a thing of the past

Website Translation Connectors

For those that do business in multiple languages, most of the content you manage in your content management system (CMS) will need to be translated. Typically, this tends to cover information on products or services, blog posts and case studies, but it can also include content for email newsletters and infographics. Depending on the size of your company and how much content you produce, this can be a hefty undertaking.

Now, think of how much easier it would be if your CMS and your translation partner's system were in direct communication? That's what a website translation connector does—it links the systems, doing away with the need for any manual back and forth.

At Comtec, we have a range of connectors to automate your translation workflow. You can upload and publish quality translations on an ongoing basis with just the click of a button.

We have several existing connectors that can be deployed off the shelf, but we also have the capability of creating new ones. Just ask and we'd be happy to help. Don't worry, we'd never publish a translation without your approval. You'll always have access to check your translations in our portal before they go live.

This integration helps speed up time-to-market, removes the errors found in manual processes, saves costs and boosts ROI.

Translation API

Another simple method for a seamless translation process is our translation API. This technology works in a similar way to a translation connector, but enables us to build bespoke connections with your in-house system, whether that is a Content Management System, Document Management System or Learning Management System.

With a seamless integration tailored to your exact needs, you can:

- Automate the sharing of content as part of a clearly defined translation workflow
- Request translations from within your platforms and applications
- Gain immediate access to Comtec's 200-language translation services
- Receive translated content of the highest quality and accuracy



We've got our head in the Cloud

Make translations seamless with our cloud-based integrations. Connect your Box, Dropbox and Zendesk account and then select the content for translation. With one click, the integration will send it straight to our hub to be translated. Once completed, you can have your translations sent straight back to your cloud platform, or access them at any time on the client portal.

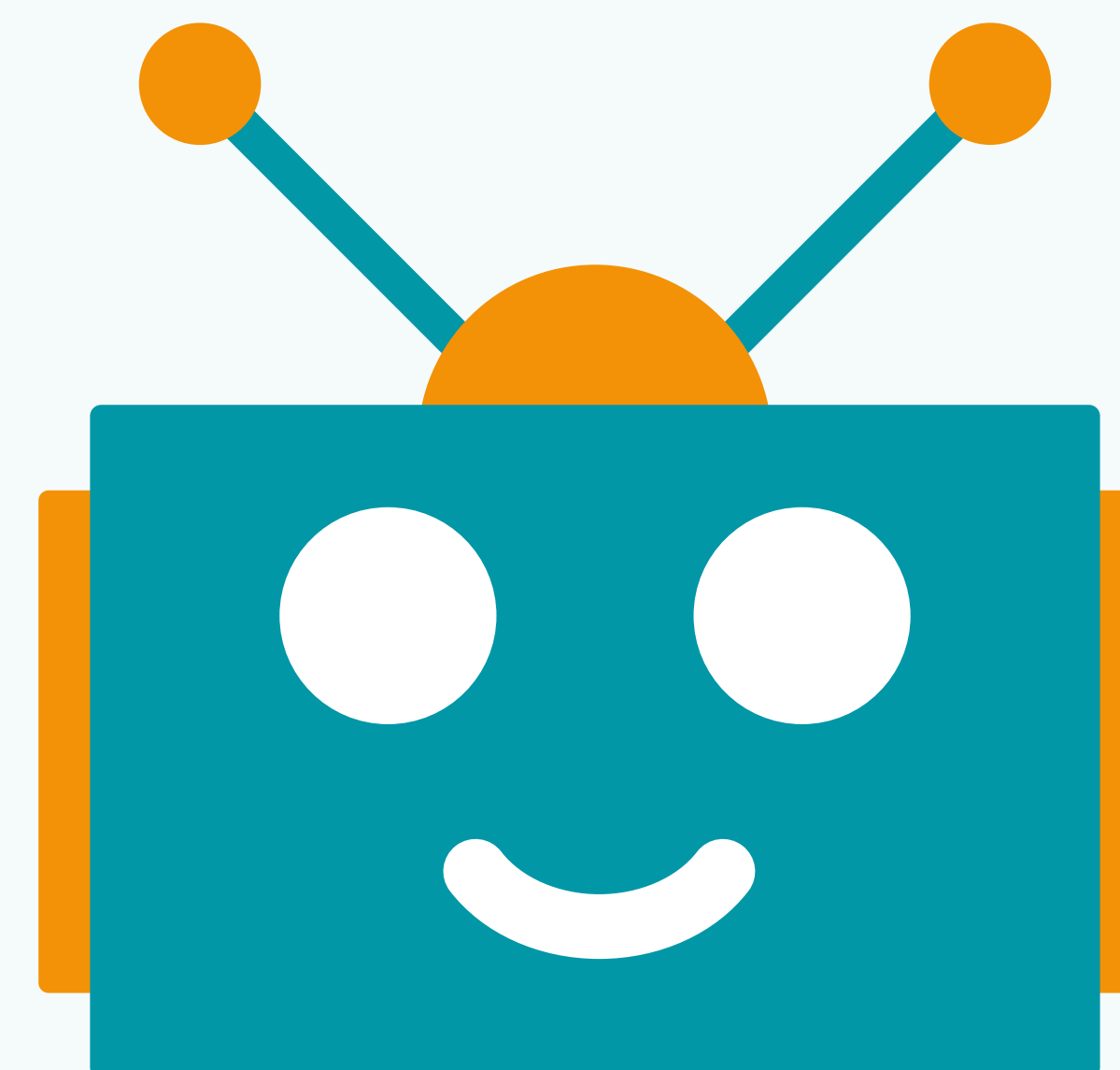


The power of machine translations

Machine Translations can help deliver the balance between creating translations that connect with your audience, whilst lowering costs and speeding up turnarounds. Instead of taking a human-first approach, MT uses technology for the initial translation, before the output is post-edited by one of our linguists. It is particularly useful for less creative translations that have a tight turnaround or a strict budget.

Getting smart with computer-aided tools

Technology such as Translation Memory software and Terminology management helps us to work smarter. Our secure translation memory software allows our linguists to build a bank of approved words and terminology with every complete translation. Using integrated translation memory (TM) software, means we can capture 'pre-approved' translations for terms, common phrases or regularly used paragraphs of text – meaning you never pay for the same translation twice. These tools also help to speed up the translation process and ensure consistency between projects, markets, products and teams.



“Comtec have supported us with a range of translation and transcreation services and their service is always outstanding. The team are friendly, responsive and extremely helpful. Their services are great value and their turnaround time is very impressive. I would highly recommend!”

Elisia Cox

Senior Account Manager
Adare International (UK)



Translations you can trust

We’re fanatical about quality, it’s what sets us apart and guides everything we do. We ensure that jokes get a laugh and creative ideas impress. It’s not just perfect grammar and mitigating mistakes; quality translations must meet the content purpose and resonate with the audience, regardless of language.

“The team at Comtec is great to work with: friendly, approachable and supportive, they deliver an excellent translation service that our customers value.”

Uschi Balzer
Product Marketing Manager –Inkjet

4 quality commandments



Never compromise on process

We believe in our systems. But as much as we’d like you to take our word for it, we’ve been certified by the ISO – just in case. Our certifications include:

- ISO 9001:2015: an international standard that specifies requirements for a quality management system (QMS).
- ISO 17100:2015: internationally recognised standard for companies within the translation industry. It recognises that its holders recruit the highest calibre of linguists with specialist knowledge appropriate to different subject areas and who translate into their mother tongue only.



Specialist linguists for every job

Each linguist has to meet our high criteria:

- Relevant qualifications
- Minimum 5 years experience
- Proof of specialist subjects and references
- Each linguist also undergoes a sample translation to test their ability
- We continue to assess translators throughout their time with us



Check, double-check and check again

All projects are subject to stringent quality checks where we assess content based on several key linguistic criteria, including spelling, syntax, vocabulary and specialist terminology. We then have additional criteria depending on the type of content and how it will be used.



Always follow the quality assurance process

- Specialist linguists assigned to each project
- Proofreading by a second specialist, native-speaking translator who reviews for style, tone and terminology
- Pre-delivery in-house checks for completeness and formatting
- Routine ad hoc sampling of linguists’ work
- Samples provided to clients to capture local market feedback and preferences



**We're here for
you whenever
you need us**

We've been in the industry for over **four** decades.



**14,610+
DAYS**



**350,400+
HOURS**



**400,000+
CUPS OF TEA**

That's more than 14,610 days, 350,400 hours and approximately 400,000 cups of tea. Whilst some of the faces may have changed, some things have remained the same over the decades: our commitment to our team, our clients and to being the best (and friendliest) translation partner in the UK.



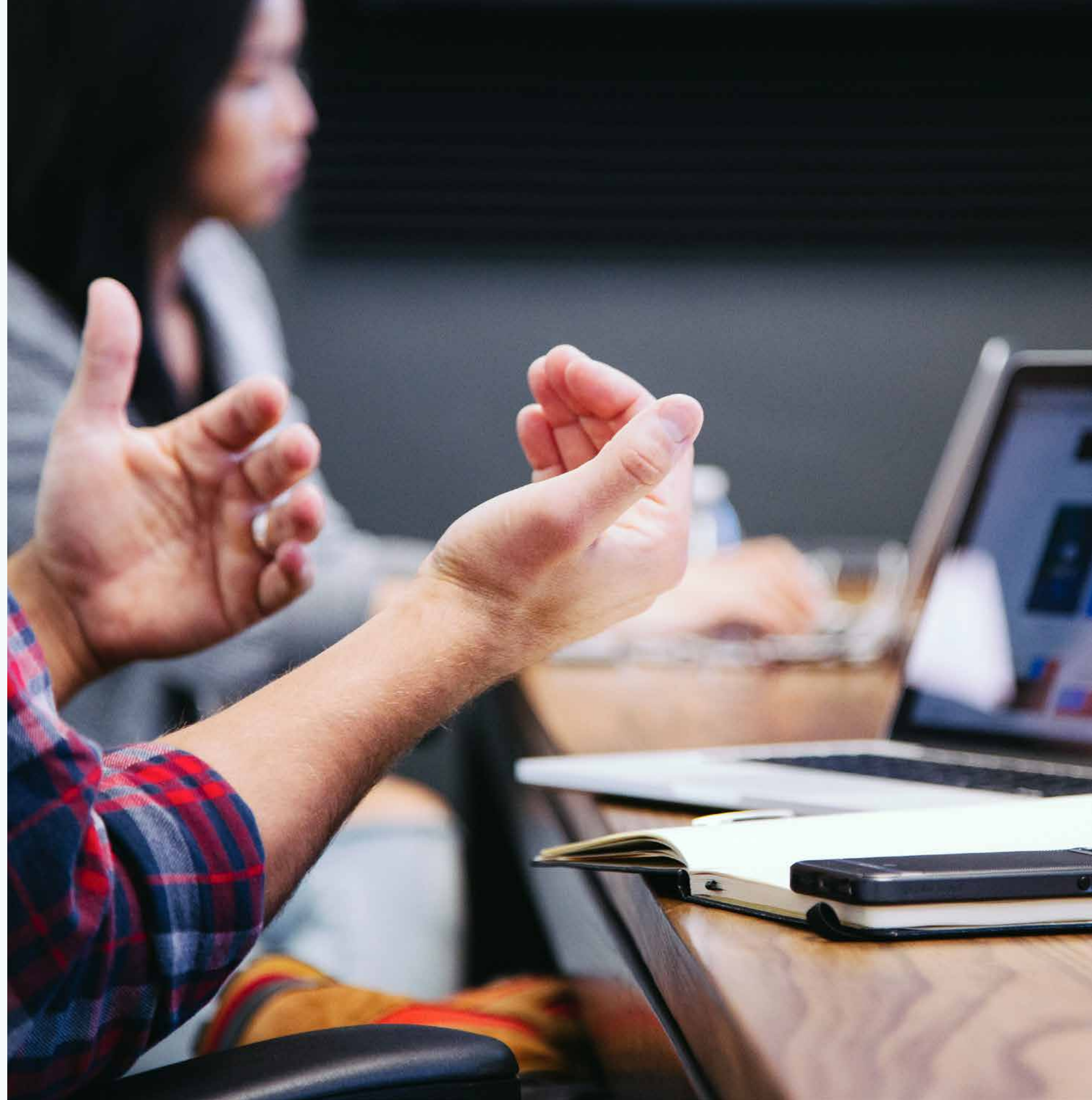
When you work with Comtec, we become an extension of your team. We take the time to get to know you and your business. By becoming your right-hand gang we can react quickly when you need us and are always on hand to help with a challenge or to catch up over a cuppa.

As well as our team being here when you need us, we also have a vast knowledge base on our website with articles, webinars and guides on everything translation and localisation.

**We're there when you need us because
frankly my dear, we do give a damn.**

“We needed a complicated financial announcement translating quickly and Comtec came to our rescue. From quoting for the job to delivering it exactly as promised to the timescale we needed, working with Comtec was an excellent experience that I’d highly recommend.”

Russell Craig
Director of Communications
AO World plc



You'll be in great company

“Comtec is committed to an excellent service. They’ve got a good team of people; they’re very flexible and approachable, and take the time to work with us in partnership. Working together in this way means that we’re able to deliver the best results to our global clients.”

Louise Pasterfield
Founder and Managing Director,
Sponge

“The Comtec team were brilliant at recruiting for our project, finding us the best people without very much notice!”

Hannah Richmond
Senior Interactive Producer,
Aardman Animations

“We couldn’t have done it without Comtec! From my perspective, having a really solid, reliable system of support, with people I knew could get on with it and do it well, was crucial. That’s what I had with Comtec, which is why the project came together so well.”

Rebecca Duvall
Senior Digital Marketing Manager,
Achilles

Our loyal client base of international brands spans every sector and includes household names, such as **Aston Martin, Aardman Animations and Amtico (and that’s just the As).**

From elearning...

When market-leading elearning provider, Sponge, was faced with an increased volume of multilingual projects, they turned to us for help.

Our ability to deliver quality voiceover, subtitling and image localisation services within tight deadlines accelerated Sponge’s delivery schedules by around four weeks.

...to websites

Our website translation services enabled Achilles, a supply chain risk and performance management company, to launch six new foreign language websites in a matter of months.

As a result of our translations, Achilles reported an 18% increase in website visitors – each of whom viewed an average of 36% more pages per visit!

However complex your project...

When other providers turned them down, we helped telecommunications giant, Huawei Mobile, recruit sign language presenters and interpreters for a project with Aardman Animations.

The resulting collaboration – the innovative StorySign app for deaf children – successfully launched in ten countries.

...we ALWAYS find a way

Creative agency, The Marketing Store, asked us for help translating a series of short children’s stories into around 40 languages. The translated books were to be given away with McDonald’s Happy Meals.

Having already impressed The Marketing Store by streamlining their production process, we wowed them by recruiting translators and proofreaders with specialist experience in transcreating books for children.

“Comtec are a fantastic translation partner, always providing a professional, timely and friendly service with great client contact. They are always our go-to for translations.”

Tracey McDonald
Learning Experience Manager
Emerald Works



Get in touch today

Our friendly, expert team are here to help and are always happy to provide tailored advice on your translation needs.

You can call us on [+44 \(0\)1926 335681](tel:+441926335681) or email info@comtectranslations.co.uk

In a hurry?

If you need help with an urgent project or a translation challenge, give us a call – we'll get on the case right away.





Your translation partner

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