TECHNICAL COMMUNICATION & TRANSLATION SERVICES

Next Generation Translation Solutions

From structured content to intelligent information, many firms have been using Content Management Systems (CMS) to improve their process efficiency by separating content from the publishing format for years. While technical communicators and translators used to work on complete documents in the past, nowadays they mostly only work on new and modified chunks of text. The tasks involved in the translation of technical content are therefore often more complex and challenging.

Although technical communicators already have the knowledge of structured creation and dynamic publication of user information – there is a need for process efficiency to communicate globally. Companies must be able to deliver multi-lingual user assistance information into all channels to maximize the customer user experience.

Lionbridge supports clients by setting up efficient processes to meet those requirements. For example, a connector could automate the transmission of content between the client and Lionbridge's translation technology, making it quicker and more cost effective to have content in multiple languages.

Lionbridge Technical Communication and Translation Services are connected processes that offer clients: Writing, illustrating, translating, and publishing of technical content. For any project, in any format, in any language.

Lionbridge Technical Communication and Translation Services offer our customers the following:

- A unique combination of customizable processes and technology to ensure consistent terminology, branding, and translation style across all content

- A scalable pool of 30,000+ technically qualified language experts

- A highly efficient production model through repeatable processes and automation at scale

- Better control of costs with ALL production tasks tracked by KPI's against agreed SLA's

Lionbridge holds various ISO certifications applicable for locations around the world. Lionbridge also operates according to a standardized set of global best practices, so that every customer receives the same high-quality experience from any of our operational centers around the world. A dynamic, internal web portal provides Lionbridge teams with access to core processes for each phase, work instructions and guidelines, as well as domain and vertical-specific information.

By leveraging the Lionbridge Technical Communication and Translation Services offering, technical communication departments can accomplish the following:

- **Reduced Cost:** Integrated process from authoring to localization and publishing, multi-shore model, and technological innovation

- **Next Generation Solutions:** More effective Rich Media and Augmented Reality documentation enhances understanding of delivery

- **Consistent and Better-Quality Documentation:** Expert linguists and stringent production and QA processes lead to consistent quality, and core dedicated client teams assure that knowledge is retained from project to project

- **Speed-to Market:** Scale, process improvements and automation help maintain milestone achievement

- **Global Presence:** Lionbridge can deploy production teams onshore, offshore, or a combination

KEY BENEFITS

Decreased a major German car manufacturer's file processing effort by 30%

Produced a translation savings of $15 million for a large manufacturing client

Helped a global technology company improve customer reviews and satisfaction to 94%

22 automated workflows developed to support the translation of 44 million new words per year for a leading US car manufacturer

PRECISE COMMUNICATION IN 250+ LANGUAGES

Lionbridge supports your global product strategy with traditional, digital and next generation solutions for your technical content. We'll help you leverage automation and process efficiencies for high-quality multilingual content that costs less to produce, increases product adoption and safe use, and maximizes the customer experience.

The scope, scale and quality standards of our technical communication work reflect decades of experience and deep client collaboration. Our consultative approach, custom workflows, and compatible technologies enable the effective reuse of your content across multiple content management and authoring platforms.

TECHNICAL COMMUNICATION TRANSLATION SERVICES

FEATURE	BENEFIT
Customized workflows	Translation workflows are tailored to your business and leverage task automation for lower costs, shorter timeframes, and improved quality
Managed-service approach	End-to-end project support ensures seamless production—from set-up to publication—for every output type, language, and market
Multiple format support	Ability to process and translate content from any authoring tool, including structured content in XML (using open standards like Darwin Information Typing Architecture (DITA)), rich media, and AR
Global expert network	Scalable pool of 30,000+ qualified translators, illustrators and SMEs with technical product experience
Translation platform	Users can scope, launch, and track the translation of any content using our Freeway cloud platform. An extensive suite of integration capabilities into CMS, CAD, DAM, MA, PMI and custom-built systems are available
Global footprint	Multi-shore delivery model for production efficiencies and quality oversight; full-service, secure content development centers in North America, Europe, and Asia
Lionbridge quality commitment	Standardized methodology and global best practices support our commitment to quality, innovation and customer service excellence

Lionbridge Technical Communication and Translation Services are available for any print or digital content, including:

- Apps (AR, VR, mobile)
- Brochures
- Diagrams, graphics, & schematics
- eCommerce/webshop
- Instruction manuals
- Knowledge base
- Online help
- Repair guides
- Safety procedures
- Technical documentation
- Training materials
- User/owner guides

Learn More

Lionbridge is the world's largest provider of Technical Communication and Translation Services.

Contact us today to learn more about how we can help you achieve clarity and consistency in every language: lionbridge.com/en-us/translation-localization/technical-translation

Lionbridge