

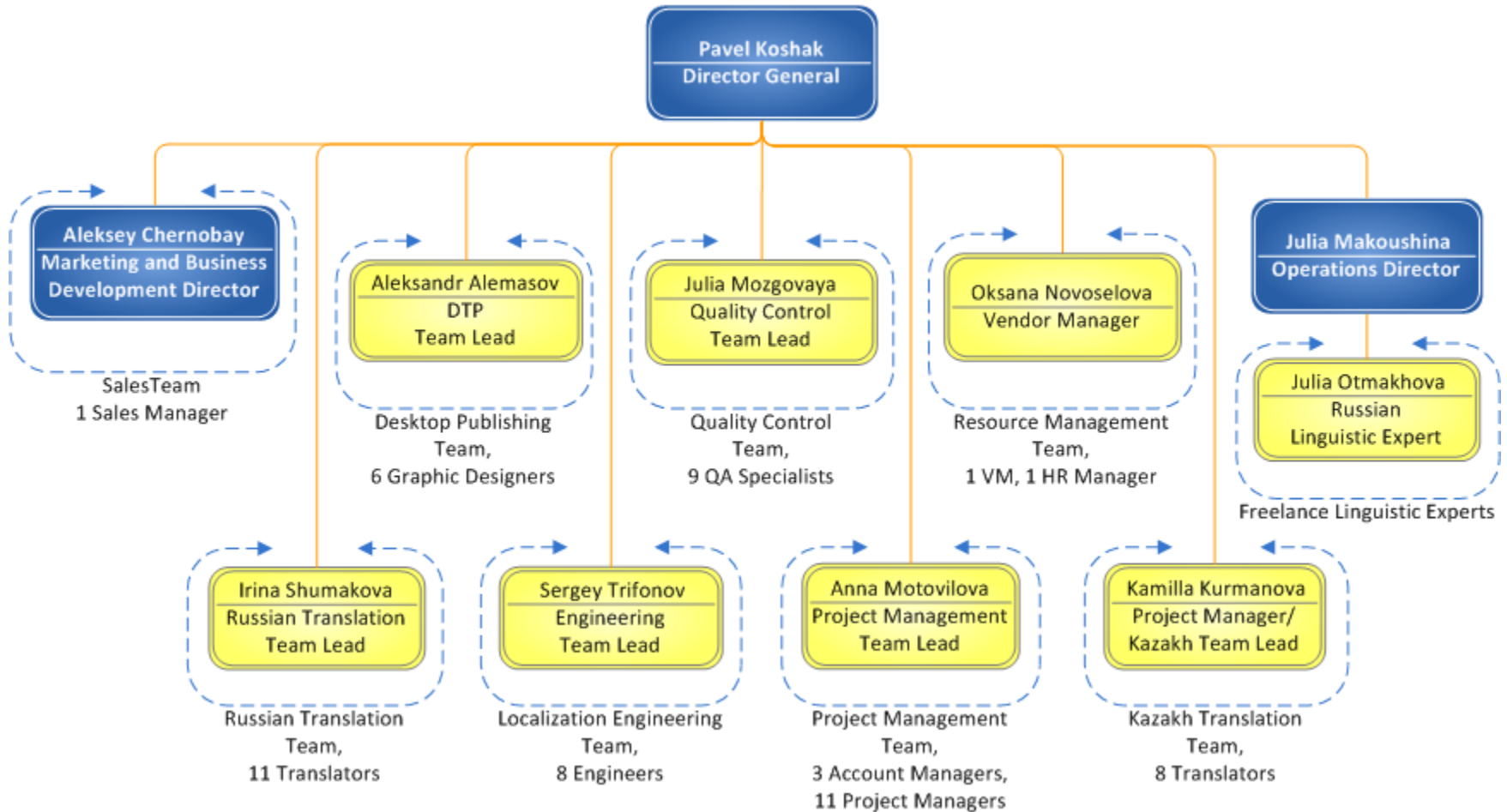
# Company Presentation

- The Company
- The Processes
- The Quality
- The Security
- The Advantages

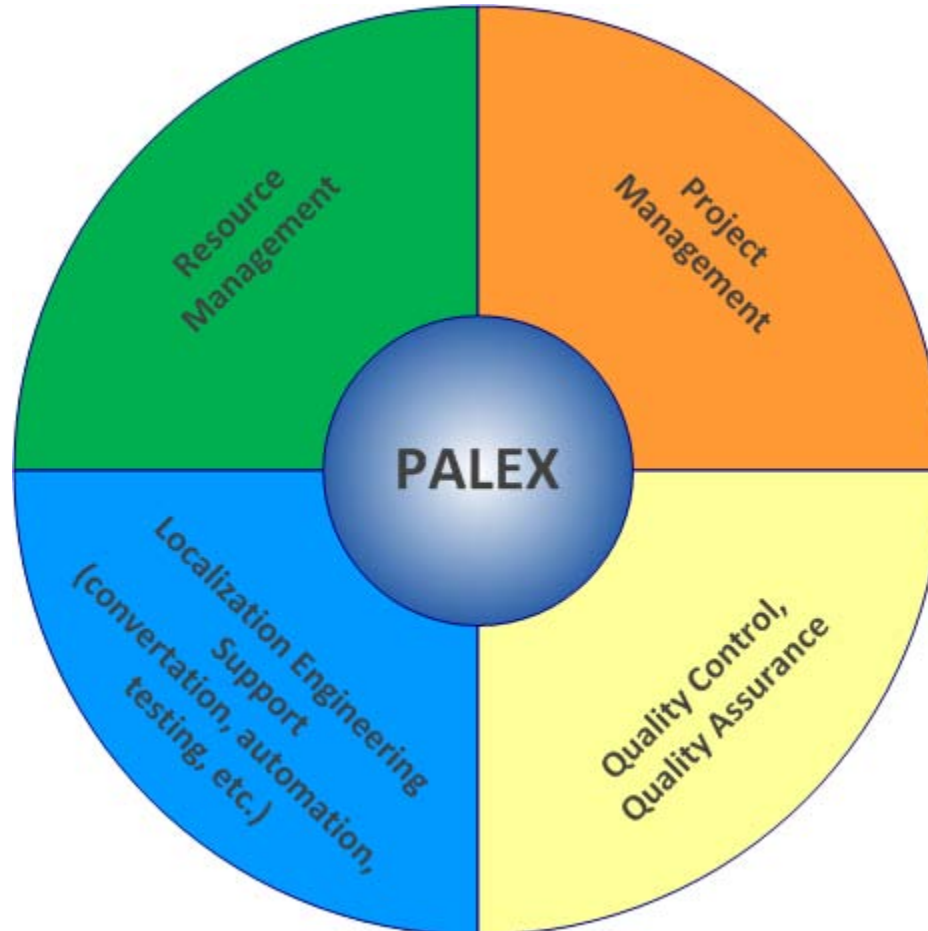
## Location and customers



## Organization chart



## Main company focuses



## Services

- Localization Project Management
- Translations
- Software Localization
- Web site Localization
- Multimedia Localization
- Complex Localization Engineering
- Multi-lingual DTP Services
- Terminology Management
- Translation Quality Management
- Voice-over, Dubbing
- QA and Localization Process Automation

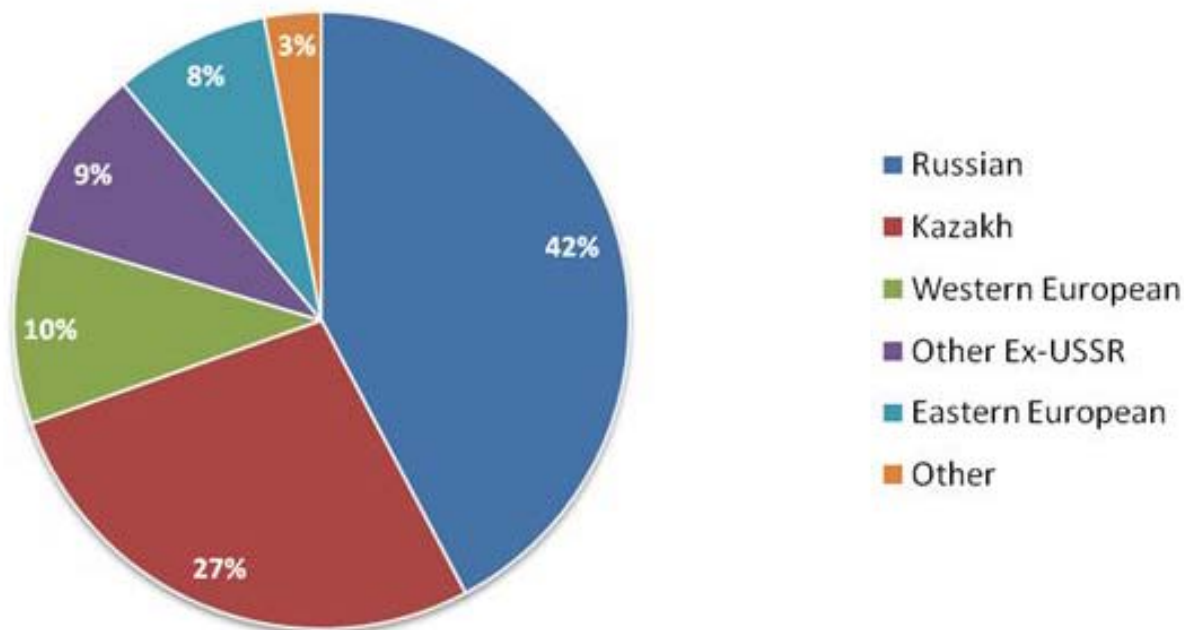
## Areas of expertise

- Software and Hardware
- Networking and Telecommunication
- Engineering
- Power tools and other equipment
- Automotive
- Medicine & Pharmacology
- Marketing & Advertising
- Legal & Finance
- Sport & Tourism
- Gaming
- ...

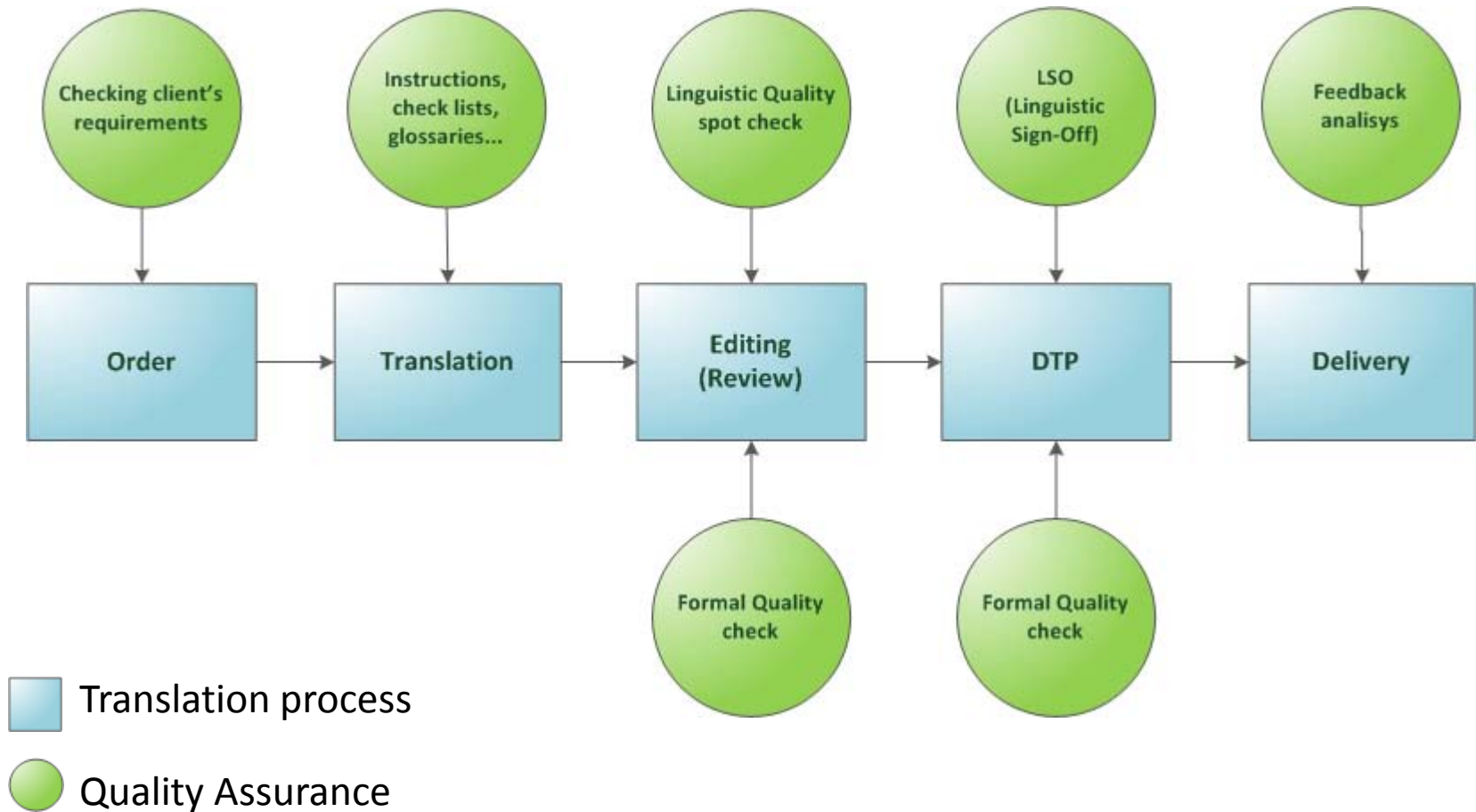
## 2010 Year Summary

- Annual turnover (2010): over 2,5 million USD
- Total translated words: 22 million into 53 languages (72 pairs)
  - English > Russian: over 8,2 million words
  - English > Kazakh: over 6 million words
  - English > Polish: over 500 thousand words
  - English > Hungarian: over 360 thousand words
  - English > French (France): over 360 thousand words
- Completed 3,600 hours of engineering work
- Typeset 33,000 pages (A4, Letter) in different languages

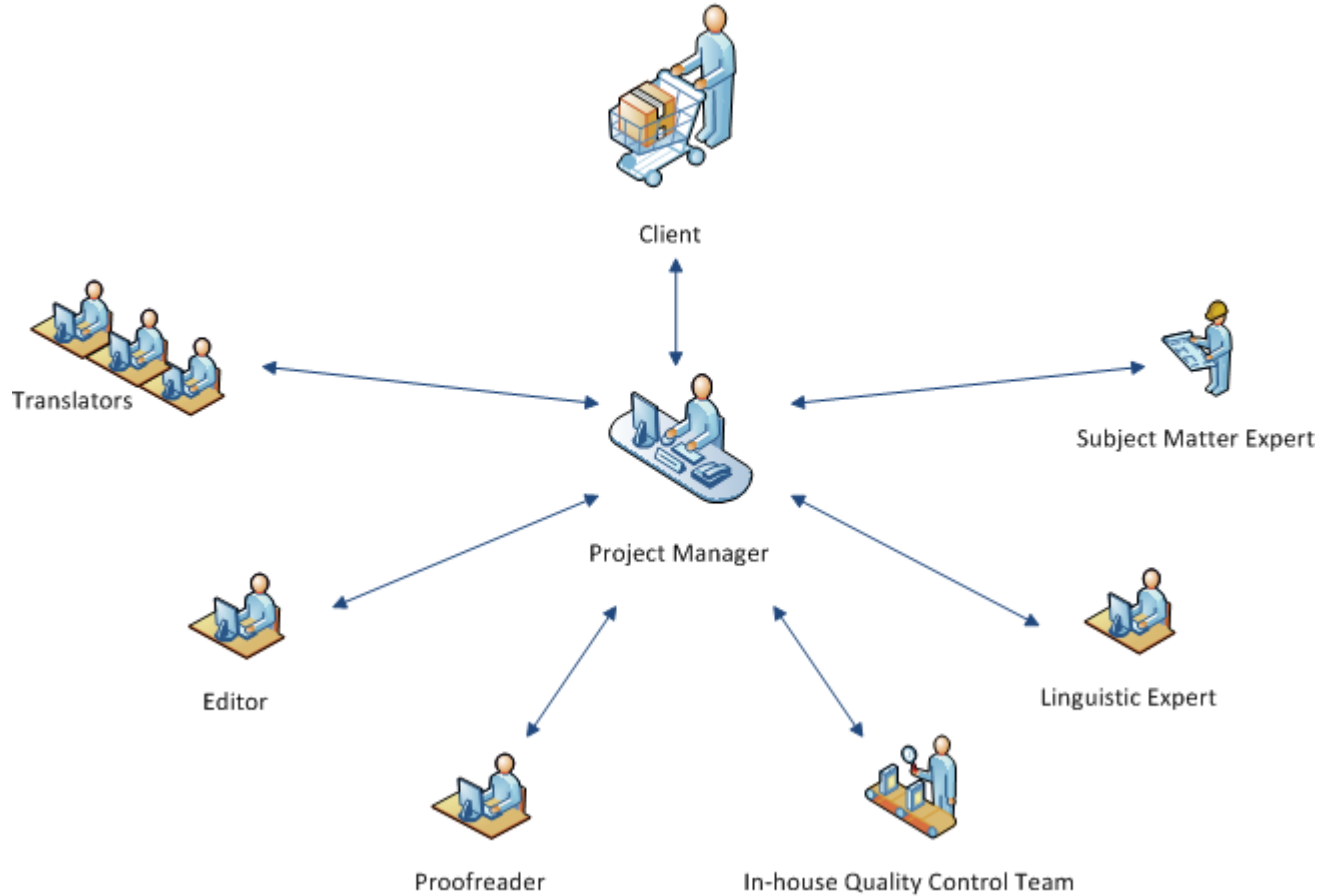
## Languages by number of translated words



## Typical documentation translation process



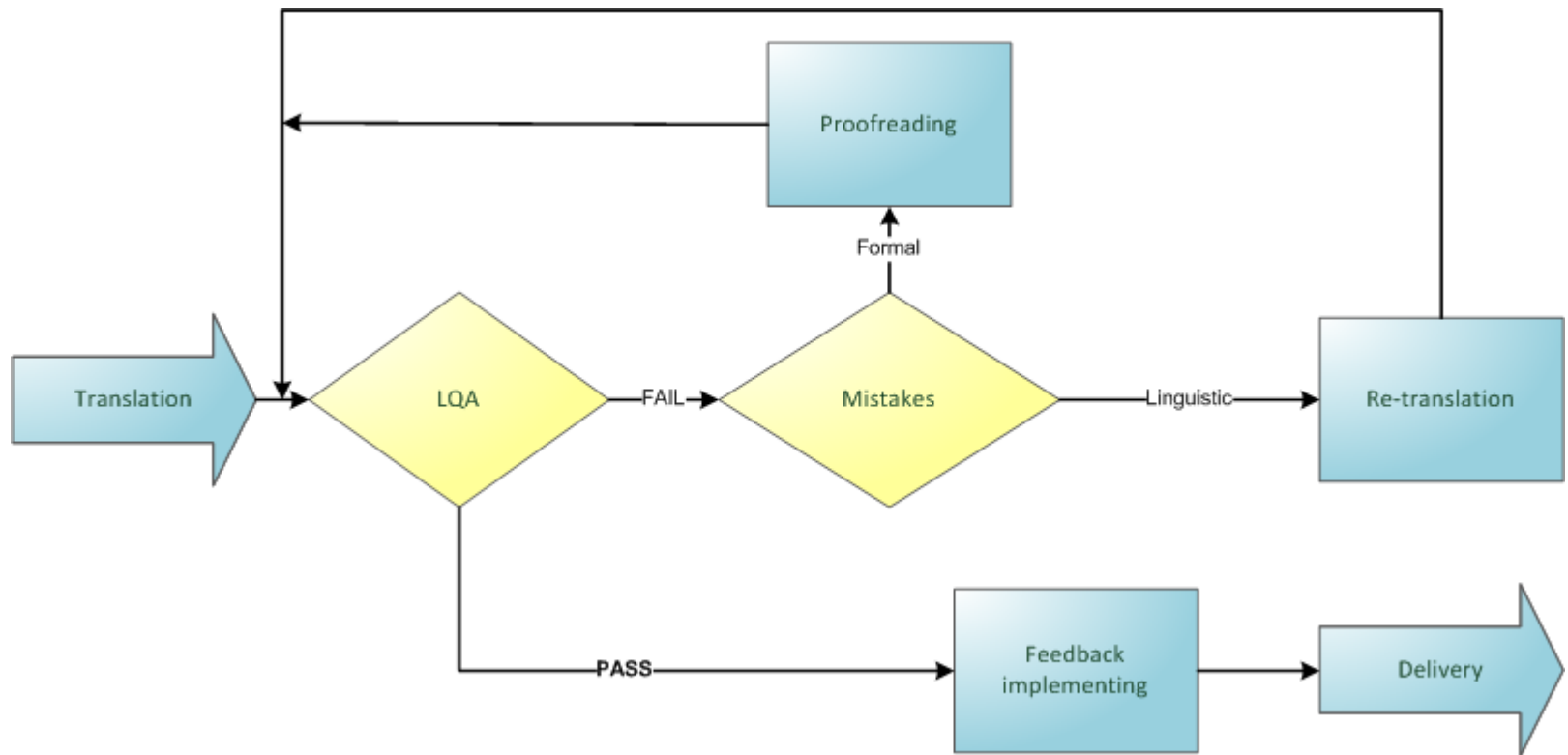
## Generic Project Team



## Quality translation criteria

- Meaning of the source text is reflected
- Terminology is used correctly and consistently
- All client's requirements are met
- Language standards are met
- National standards are met
- Translation has the same formatting as the source (optional)

# Quality Control



## Tracking of vendors' quality

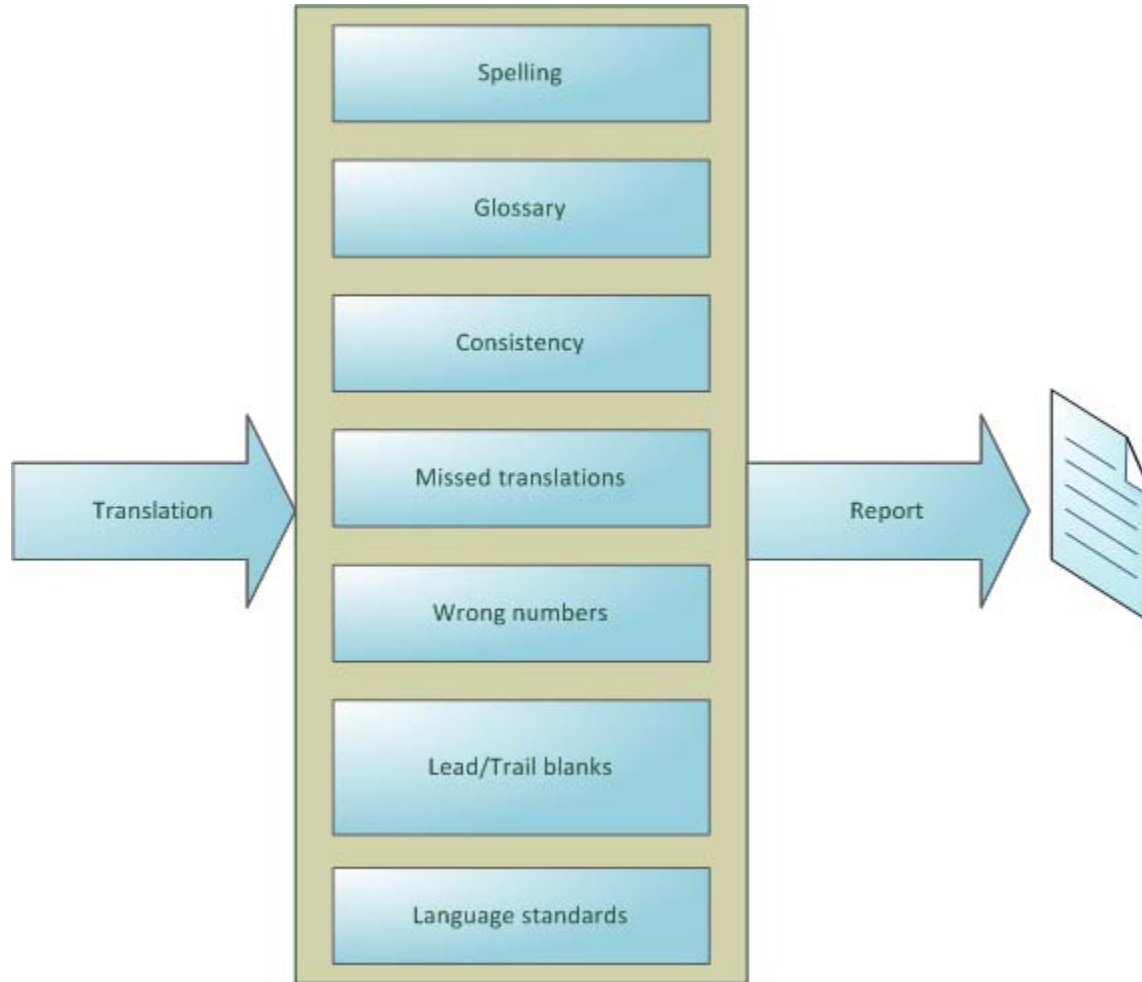
Внутренний корпоративный портал > LQA

### LQA reports

Тип	Translator	TQI	FQI	LQI	Result	Date	Client
	A. ...	99,3%	100,0%	99,7%	Pass	20.08.2010	
	T. ...	99,8%	99,5%	99,6%	Pass	20.08.2010	
	F. ...	99,8%	100,0%	99,9%	Pass	20.08.2010	
	Tr. ...	99,3%	99,8%	99,6%	Pass	20.08.2010	
	T. ...	100,0%	99,3%	99,6%	Pass	20.08.2010	
	Z. ...	99,6%	99,3%	99,4%	Pass	20.08.2010	
	Г. ...	93,3%	99,0%	96,7%	Fail	19.08.2010	
	A. ...	99,3%	100,0%	99,7%	Pass	19.08.2010	
	Г. ...	96,8%	98,5%	97,8%	Fail	19.08.2010	
	T. ...	99,4%	99,3%	99,3%	Borderline pass	19.08.2010	
	Г. ...	93,4%	99,5%	97,1%	Fail	18.08.2010	C
	Б. ...	99,8%	99,5%	99,6%	Pass	18.08.2010	
	Э. ...	98,8%	98,2%	98,4%	Fail	17.08.2010	M
	Г. ...	97,8%	99,2%	98,6%	Fail	17.08.2010	
	Х. ...	98,6%	99,3%	99,0%	Fail	17.08.2010	M
	Г. ...	98,3%	99,5%	99,0%	Fail	17.08.2010	
	И. ...	95,7%	97,4%	96,7%	Fail	17.08.2010	
	Л. ...	100,0%	99,2%	99,5%	Pass	16.08.2010	
	М. ...	97,9%	99,6%	98,9%	Fail	16.08.2010	
	Г. ...	96,7%	99,4%	98,3%	Fail	16.08.2010	

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# What the 'Formal Quality' (FQI) is?



## Information Security and Safety

- ❑ Every new employee or vendor reads our information security policy and signs a Non-Disclosure Agreement
- ❑ Different access rights for users with different access levels
- ❑ Strong password policy
- ❑ Modern software with the latest updates
- ❑ Multiple antivirus engines
- ❑ Access to the office area is restricted by electronic access control
- ❑ Traffic encryption for critical internal and external servers
- ❑ E-mail encryption (upon request)
- ❑ Two-level backup is implemented for all project data
- ❑ Backup Internet access facilities from different service providers
- ❑ Backup power supply (diesel generators set)

## Our Advantages

- Professional project management (DIN EN 15038:2006 certified)
- Certified Quality Management system (ISO 9001:2008)
- Thorough quality assurance based on proprietary methodology (based on LISA QA Model 3.1)
- Client-oriented workflows
- High level of process automation
- Strict resource selection criteria
- In-house employee training and development programs

**Look forward to being your localization vendor!**

Web-site: [www.palex.ru](http://www.palex.ru)

Company's blog: [blog.palex.ru](http://blog.palex.ru)

Public e-mail: [palex@palex.ru](mailto:palex@palex.ru)