



FASTTRANSLATOR.COM



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TRANSLATION SERVICE

Specialist translators

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- Translations within human resource management
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- Technical translations
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- Special translation projects
- Simple certified translations

Proofreading
Design and layout work
Transcription of video and audio files

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FASTTRANSLATOR BRANCHES

Translation expertise

Accurate, professional translations by an experienced, dedicated and trustworthy translation provider.

At Fasttranslator, you will benefit from:

- Premium quality
- Fast and personalized service
- Competitive prices
- Well-educated, senior native speaking translators
- Cutting edge translation software
- Specialist translators in all subjects

Financial background

Since the company's foundation in 2001, Fasttranslator has enjoyed an average annual growth in turnover of 20%. This high growth is attributed to a successful formula of premium quality translations, reasonable prices and fast service. Other contributing factors to our success are strict financial management, excellent market know-how and unwavering desire to be the best.

Fasttranslator is a debt-free, financially solid organization which never fails to deliver. A commitment to investment in long-term service and product improvements, as well as sharp business acumen, well-considered strategies and efficient procedures help maintain our position as market leaders in the field.

We provide translation and interpretation services to businesses in both the public and private sector. Our broad range of customers varies from individuals to small companies, government organizations and large, multinational corporations.

Fasttranslator provides the key to effective communication with customers around the globe, by providing quality translations which can be confidently used in any international environment.

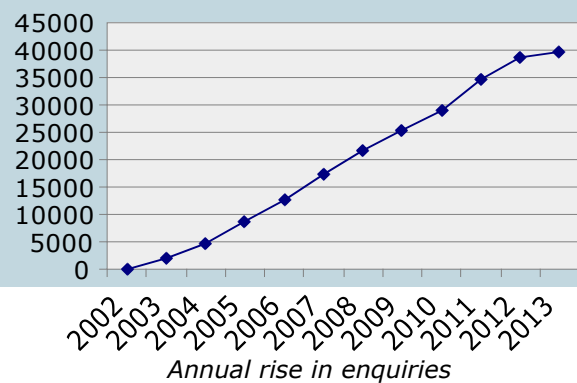
Background information


Fasttranslator's rapid growth means it is today one of Europe's leading translation providers. With visionary leadership and division of focus between various foreign markets, we have achieved a presence in the majority of European countries.

Figure 1: Annual rise in enquiries

This graph shows the development in our business over the last decade. The significant annual rise in turnover is due to a large increase in our number of clients and repeat requests from our regular customers.

Enquiries





Fasttranslator branches can be found in The United States, The United Kingdom, Belgium, The Netherlands, Spain, Ireland, France, Denmark, Sweden, Finland, Norway, Germany, Austria, Switzerland and we are currently considering expansion to Italy and Russia.

Our colleagues in other countries provide a valuable addition to our service, as we are in the rare position of having access to intimate knowledge of the customs and language nuances in these countries.

A powerful internal platform connects our offices and we work closely with our colleagues around the world to benefit from each other's resources. Our database of over 5,000 professional, highly-skilled translators means we can provide translations into more than 150 languages.

With dozens of translators in each language combination and strict screening processes, we have hand-picked experts in every subject. Our network contains specialist translators in legal, medical, technical, marketing, scientific, engineering, IT, the environment and many other areas. These specialists have additional training in translations of this kind and most often previous work experience in the field and a passion for the subject. With each new assignment, we carefully match the translator to the text whose experience and knowledge best matches its subject.

Fasttranslator translates over 200,000 words a day and is equipped to deal with any enquiry you may

Methods

At Fasttranslator, our clients are our priority. We believe that outstanding service is the key to building solid, lasting relationships with our customers. Personalized service and attention to detail gives our clients the security of knowing that their project is being handled with the utmost efficiency and professionalism.

Each client receives the dedicated support and service of their own personal project manager. This project manager remains their point of contact throughout the entire translation process and is the person responsible for the smooth orchestration of the project from start to finish. They are there to answer questions, solve problems and to ensure an easy and professional experience.

The project manager plays the key role in selecting and managing the translators for every project. With careful screening of each document, they assess the text for its subject matter and level of difficulty, then search our translator database to select the translator whose skills and expertise best match the text. When a translator has extra training, prior work experience in the field or a passion for a subject, it is natural that the translation will be well written and contain the correct terminology. This selection process and attention to detail is how we achieve our consistently high quality translations.

Our project managers are themselves multilingual, experienced and well-educated. They are carefully selected based on their linguistic and commercial skills, as well as their ability to "think outside the box". This last point is particularly important as each translation job is very different and often finding a creative solution is most important to the successful execution of a project. They

are flexible and happy to work above and beyond standard 9-5 hours in the case of an urgent translation or communication with clients and translators on the

other side of the world. They work with utmost discretion and regularly deal with highly confidential documents of a sensitive nature.

Each project manager is a member of a country team and should your regular project manager not be available, your project will automatically be transferred to one of the other team members to avoid delays. Working in teams means there is always someone available to help you and provides a solid support network for our project managers in large, multilingual projects.

Sophisticated internal project management systems developed especially for Fasttranslator as well as state of the art translation software, make our processing and financial systems fast and efficient. This enables the project manager to focus all their attention on the customer, their requirements and finding the perfect translator for each job.

Confidentiality and secure protection of information is crucial to the success of our company. We work with two sets of all systems which increases security, backup and reliability of all our operating technology.

All core administrative tasks are carried out from the company's head office. This centralized approach forms a structure which ensures the lowest possible expenses and has enabled Fasttranslator's steady, debt-free growth.

Quality standards

At Fasttranslator, we are passionate about the translation industry. Our broad focus enables us to provide translations from and into all languages and in all subjects. In order to guarantee consistently premium translations and maximum client satisfaction:

- We work exclusively with native speaking translators, which means the translator only translates into his or her own native language. This ensures the correct grammar and terminology is used at all times.
- All our translators are specialized in different fields. Having specific areas of expertise enables us to hand-pick the translator who is a perfect match for each text. Fasttranslator works with the principle: Specialization = Quality.
- Experience is paramount. Translations of the highest quality can only be achieved if the translator has several years of experience in the specific area the text concerns.
- All translators have signed a Non-Disclosure Agreement to ensure material is treated with the strictest confidence.
- Our translations are delivered ready for use. The translation is proofread before delivery, however we can also arrange for additional proofreading, which we recommend for all documents which are to be published.

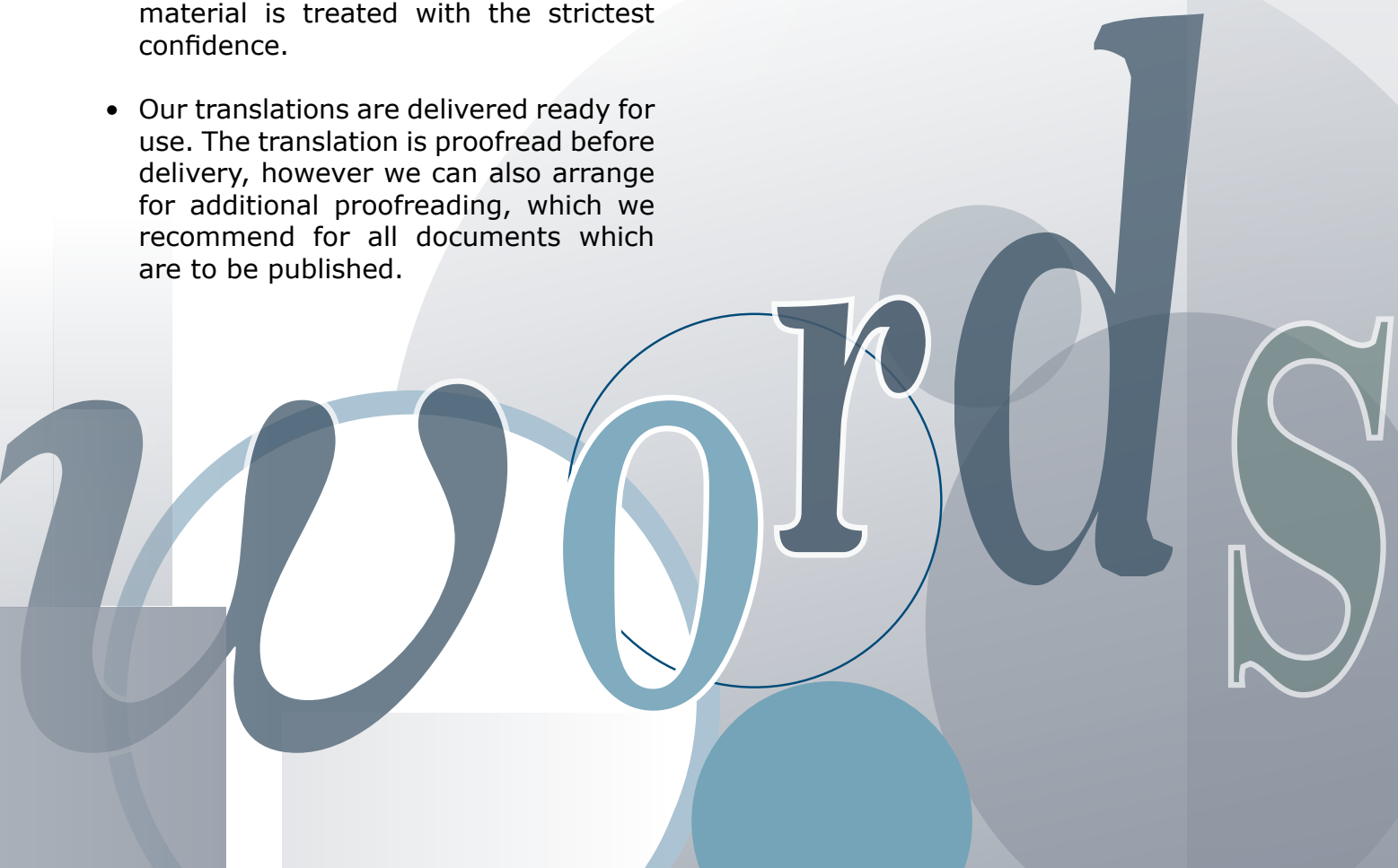
By adhering to these fundamental principals, we ensure each translation fulfills all quality and confidentiality standards and conditions.

Clients

Fasttranslator collaborates with over 2,000 repeat customers. Our clients range from private individuals to governmental authorities, NGOs and limited companies in every sector. This diverse customer base is spread throughout the continents and is efficiently managed through our powerful internal system.

Our professional translating solutions can be applied to all types of documents, from manuals, annual reports and contracts, to marketing texts, literary works, technical documents as well as private correspondence and speeches. This diversity has resulted in a multifarious client base, returning again and again to the support of their personal project manager.

Should a client return with a similar text and language combination, we will endeavour to use the same translator as previously to ensure quality and consistency in all translations.



Customer testimonials

"Myself and the team have worked with FastTranslator for several years requiring translations in several European languages in often time critical circumstances. During this time we have experienced a fast, proficient and professional service at very competitive costs. I would have no reservation in recommending the services of Fasttranslator".

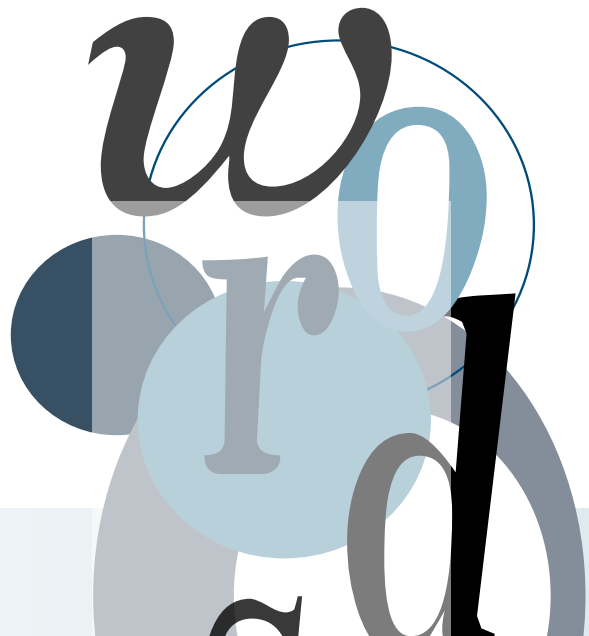
**Kevin Bargas
European Account Director
Charterhouse
UK**

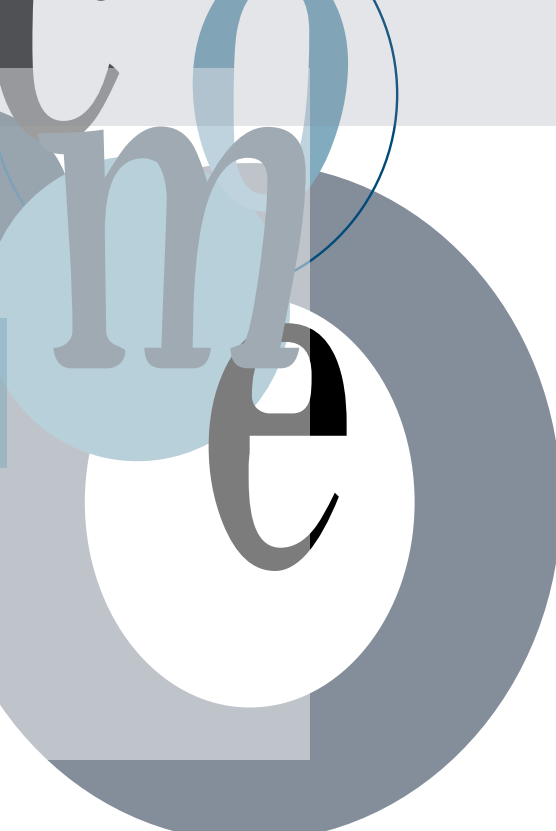
"FastTranslator has offered our company a fast & speedy service, showing exemplary professional translation skills. No job is too small."

**Lindie Goodwin
Advertising Manager
Meglabee Design Limited
UK**

"That was fast! You really live up to the expectations your company name yields."

**Verena Giger
Commercial Assistant
3E Logistic AG
Germany**





“During the past 12 months, Fasttranslator has provided me with translations from primarily German into Swedish and Norwegian. The order process is simple, quick and efficient – the quality of the translations is high and agreed deadlines have always been met, as such I am very satisfied with my collaboration with Fasttranslator so far.”

**Torben Kristiansen
Sales Manager
REMS Scandinavia A/S
Denmark**

“I would like to thank you for your availability and the quality of your work. One of the things we value most is the high speed with which you arrange the translations we require. For that, we grade your company with the highest mark. All this combined with superb service makes us not considering any other company than yours to deal with our documentation.”

**Luis Ángel Bueyes Hernández
Territorial Representative
Locartis Asesores Internacionales S.L.
Spain**



Management

Fasttranslator's management comprises:

Erwin Vroom: CEO

Peter Vlietstra: IT Director

Vincent Vroom: Director of finance and the HR department



P. Vlietstra

E. Vroom

V. Vroom

"With our focus on continuous development, flexibility, high quality, competitive pricing and exemplary service we have achieved a position as one of the preferred providers for language services in the sector."

Peter Vlietstra:

„You'd be amazed at the internal technology's level of sophistication necessary to support a fast-growing translation company like ours where people, rather than machines do the actual translation work. Our in-house software development team doesn't develop software just for the sake of it. It does it in a way so as to assure, among other things, that large projects can be managed on time, that clients get connected to the right person when they call and that our translators are kept happy“.

Erwin Vroom:

„The ease with which one can arrange a translation via the Internet, is something a growing number of companies are becoming aware of. Our office is literally open 24 hours a day, seven days a week and operates virtually without any paperwork. This makes it possible for us to receive a document from Brazil at night, have it translated in Japan and delivered in Australia the following morning, and all with the greatest of ease“.

Vincent Vroom:

„In addition to our professional range of translations, we also offer a wide range of tailor-made solutions based upon our client's requirements. Whether it be translation, proofreading, layout, design or transcription, these are all services we offer and our system is designed to allow the client to pick and choose at their convenience. In order to be one of the leading agencies in the translation industry it is imperative that one stays on top of new developments as they occur and thus be able to provide clients with flexible solutions based upon their needs and desires. With our focus on continuous development, flexibility, high quality, competitive pricing and exemplary service we have achieved a position as one of the preferred providers for language services in the sector.“

world
sa

Translation service

Specialist translators

Translations are the company's core business. Our translators live and work in those countries where their native language is spoken. This means that they have in-depth knowledge of the country's culture, the economic market and other essential structures which are often important contributing factors to a superior translation. We translate into more than 150 languages and work within several professional areas.

Legal translations

Confidentiality, accuracy and specific experience are essential elements in the translation of legal documents. Our legal translators have either completed extra studies which enable them to perform quality legal translations. Several are also trained lawyers themselves.

We have vast experience in all types of legal translations including contracts, last wills and testaments, procedures, court documents, jurisprudence, fiscal terminology, specific notary deeds, collection documents, manuals, legal correspondence, regulations, general terms and conditions, liability issues, administrative minutes, and commissioner reports for corporate solicitors, solicitor's offices and judicial institutes. We also can arrange for a simple certification of your document upon request.

Financial translations

Our specialist financial translators have a financial background and many years' experience in these particular types of translations. They are familiar with the financial market, accountancy jargon and the terminology which is common to investments. Since the financial sector is considerably diverse, our translator database includes an expert for each partial discipline within the broader financial category.

Medical translations

Another area where a specialist translator is essential is the medical sector. With a variety of technical terms and abbreviations, it is imperative that the translator is familiar with the correct terminology. One of our major clients, a large medical research centre, coordinates 'trials' for the pharmaceutical industry. As their long-term translation partner, we have been translating the vast flow of research reports resulting from these trials for several years. The translator is required to provide a quality certificate for each medical translation.

Other common medical translations from our major partners include claims from health insurance companies related to doctor and hospital visits abroad, medical directions for use, texts related to dentistry and medical instruction leaflets.

Translations in the field of HRM

Translations in the HRM field are diverse, and a different expertise is required

for the translation of a pension scheme compared to the translation of a psychological profile. Each document in this field is entrusted to a different translator, depending on their specific area of expertise. We translate personnel regulations manuals, performance reviews, certificates, employment agreements, remuneration surveys, social annual reports, Council Works reports and all other types of documents in this area.

Marketing translations

When translating brochures, advertisements or complete advertising campaigns, it is essential that the translator conveys the inherent message in an attractive way that is appropriate to the local culture. This type of translation requires very different skills to a technical or legal translation. Our marketing translators have either a marketing degree or extensive experience in the advertising and commercial sector. They have a special 'way with words' and write with a natural, flowing style.

Our translators live and work in the country of their native language, know the local market and are extremely capable of understanding the motives of your customers. We regularly translate marketing texts, brochures, scripts, press releases, product information, business plans, online advertisements, market research reports, sales promotion material and much more. Our clients include wholesalers, advertising agencies and internationally operating corporations.

Technical translations

Our technical translators are highly-educated IT experts who use extensive technical terminology databases and are capable of handling all types of files and various layouts. Some of the more common technical translations include user manuals, work books, installation manuals, specifications for telephone systems, printing presses, metal processing machines, consumer electronics as well as the full software development cycle.

Translation of books and magazines: quite a different story...

Contrary to standard translation projects which require short delivery times, the translation of books and magazines needs time to achieve the perfect translation. Fasttranslator has experience in the translation of adult's and children's books, magazines on gaming, fashion, auto and sports, as well as the translation of theses on a wide variety of topics. Please ask our project managers for advice if you require a specialist for a specific topic.

Specific translation projects

Our language portfolio currently comprises 150 languages. Included are the more common English, Dutch, French, German, Italian, Japanese, Chinese and Spanish, and also less common languages, such as Arabic, Bosnian, Bulgarian, Croatian, Czech, Danish, Estonian, Finnish, Greek, Hebrew, Hungarian, Indonesian, Korean, Kurdish, Latvian, Lithuanian, Maltese, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovene, Swedish, Thai, Turkish and Ukrainian.

Among our more challenging projects was the translation of marketing documents into Inuktitut for a German multinational company that was eager to conquer the Greenland market. The project was a great success.

We welcome projects of all sizes and recently translated more than 80,000 words - technical and legal - for a company involved in aviation. The project was completed within several days by a team of specialist translators that was created especially for this project.

Complicated formats and documents created in specialist design software are also easily translated maintaining the original format. Examples include translations of software, XML documents, source codes, multilingual questionnaires, OCR projects and websites.

Proofreading

Proofreading is an important part of the process when preparing quality texts, as a well-written document sends a positive signal to the reader, conveying quality, seriousness and professionalism.

With documents that will be printed or published, we always recommend they be proofread. At Fasttranslator, we offer a professional proofreading

service for all types of documents, from contracts and year reports to commercial sales texts and marketing material. Our proofreaders are highly educated, usually having both a linguistic and translation degree. Their abilities are further augmented by several years' experience in the translation field, which guarantees a final text of high quality, characterized by proficient use of idiomatic expressions.

Design and layout work

As software continues to evolve, layouts are becoming more varied and often complicated as people use programmes such as FrameMaker or InDesign. This occurs mainly with manuals, reports and brochures. In order to accommodate these new parameters, Fasttranslator has developed a complete package translation solution which assists clients by providing both the translation and layout work.

This is further acknowledgement of Fasttranslator's commitment to adapt product development and service levels with the changing times.

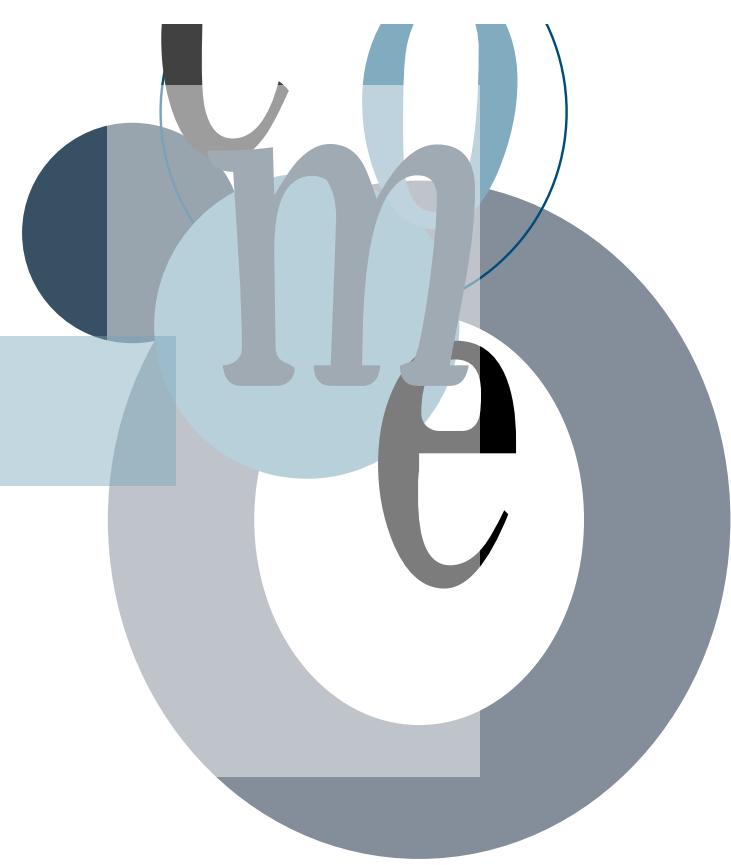
Transcription of video and audio files

Transcription is the writing down of the speech in video and audio files. This service can be provided on its own, or otherwise it is the first part of the process when translating films, radio programmes, media reports, documentaries, advertisements and other marketing material.

The quality of the audio and the speed in which a person is speaking determines how long it will take to transcribe an audio file. The person transcribing is always a native speaker of the language spoken. With further translation of the transcription, the file is given to a native speaker of the target language.

This service is becoming more frequently requested due to globalization, as media is one of the most common ways of getting a message across the borders. At Fasttranslator, we understand the importance of accurate translations to communicate with new cultures.





Tools

Fasttranslator works with the very latest translation tools. Some of the most utilized programmes within the translation industry are Trados, Transit, Wordfast, DejaVu and SDLX.

These programmes build a memory which can be used to ensure consistent use of terminology in each translation. It must be emphasized that the auxiliary tools are not automatic translation programmes. They are used to assist the translator in a text containing many repetitions, by remembering terminology previously used and thereby increasing the translation speed of a large volume text. The programmes contain dictionaries and spell checkers and the translator can also use the memory from previous translations as reference material.

On the whole, the translation tools contribute to Fasttranslator being able to offer faster, high quality translations with consistent use of terminology.

Confidentiality

Fasttranslator is highly committed to discretion, secure data processing and the handling of all documents with professional care.

As the documents we translate are often still unpublished or contain strictly personal information, we have taken all possible technical and legal precautions to guarantee confidentiality. Our translators have signed Non-Disclosure Agreements (NDAs) and are therefore obliged to observe our strict confidentiality requirements. Also, upon request and prior to the actual assignment, we can either sign our customer's NDAs (limited conditions apply) or present our own signed standard non-disclosure agreement.

Large files and highly confidential documents that clients don't wish to send by email are transferred via our secure server, thereby avoiding public data transfer sites.



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