

Bausch + Lomb - Language Services Information



languageintelligence
Professional Language Services

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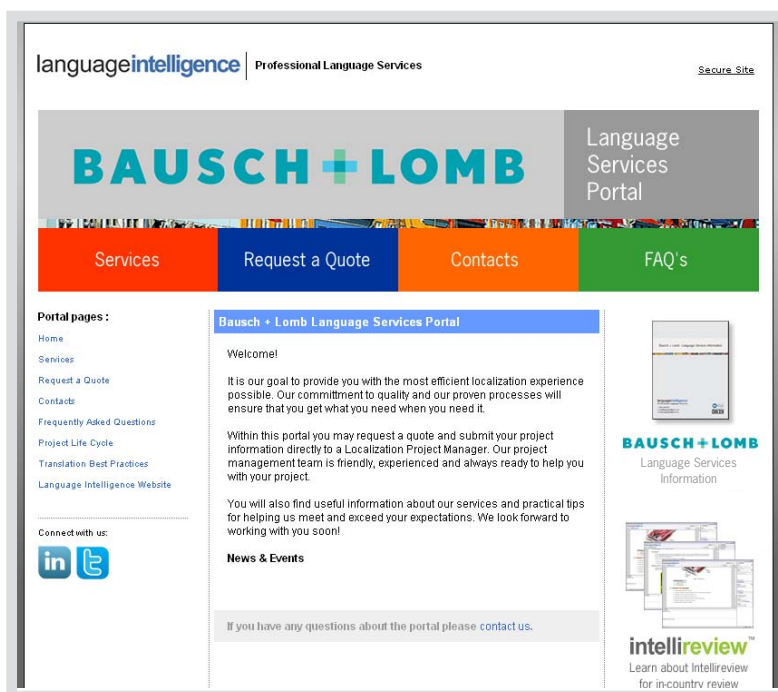
W: www.languageintelligence.com



As Bausch + Lomb's preferred translation company, Language Intelligence combines professional human translation and advanced technology to help you communicate with your international customers.

In its 20 years, Language Intelligence has always prioritized the evolving needs of its clients, developing innovative technical solutions to meet changing requirements. Our clients include some of the world's leading international firms: Bosch, Corning, Fujifilm, GE, Johnson & Johnson, Kodak and Xerox.

With the current opportunity to work with your organization from the enterprise level as your translation company, we are able to provide you with significant cost savings and accelerated time-to-market. This is the key differentiator we offer Bausch + Lomb.



Contents

- 1 Translation Quality Management
- 2 Woman-Owned Business Certification
- 3-5 Services
- 6 Contacts
- 7-8 Standard Project Life Cycle
- 9 Pricing Detail

Log in to the Bausch+Lomb language services portal to submit your next project and learn more about the translation process.

Contact jdemiguel@languageintelligence.com for more information.

ISO 9001:2008 Certified Quality Management System



LANGUAGE INTELLIGENCE QUALITY POLICY

Language Intelligence Ltd. provides our clients with professional language services. We are committed to continually improving the quality of our products and services, increasing the effectiveness of our processes, and further enhancing customer satisfaction. We support and maintain this responsibility through regular management reviews, measurement of business objectives, continual training of our employees, and compliance with our Quality Management System.

At Language Intelligence, we strive to continually meet and exceed our clients' expectations. Through excellent service and striving to provide high quality language services, we will continually improve our products, services and processes.

Certified Woman-Owned Business

Language Intelligence is a NYS Certified Woman-Owned Business.

Empire State Development

Minority & Women's Business Development

October 27, 1997

Irene White , President
Language Intelligence Ltd
16 North Goodman St
Rochester, N.Y. 14607

Dear Ms. White:

The New York State Department of Economic Development, Division of Minority and Women's Business Development (DMWBD) has determined that your firm meets eligibility requirements for certification, pursuant to Executive Law, Article 15-A and 5NYCRR Section 140 through 145 of the Regulations.

Therefore, we are pleased to inform you that the firm of Language Intelligence Ltd. has been granted status as a **Woman-owned Business Enterprise**. Your business will be listed in the State's Directory of Certified Businesses with the following list of principal products or services:

678 Translation Services

410 Management Consultants

This Certification remains in effect until such time as you are selected by this Office for re-certification. Any changes in your company that affect ownership, managerial and/or operational control, must be reported to this Office within thirty (30) days of such changes; including changes to company name, business address, telephone numbers, principal products/services and bonding capacity.

The Certification status is not intended to imply that New York State guarantees your company's capability to perform on contracts, nor does it imply that your company is guaranteed any State business.

Thank you for your cooperation and on behalf of the State of New York, we wish you success in your business endeavors.

Sincerely,



Brian Ansari
Senior Certification Analyst

cc: file #44340

New York State Department of Economic Development
One Commerce Plaza Albany New York 12245
Tel 518 473 0582 Fax 518 473 0665

Services

Our services are designed to move B+L quickly and efficiently toward all translation objectives. We start by reviewing your content development process and translation requirements. Together with your team, we uncover opportunities and implement methods that will improve how your company's content is received by your customers at home and abroad.

INTERNATIONALIZATION CONSULTING

We connect with your writing and design teams to review the content, layout and output requirements used to reach your international audience. Next, we work with writers during content development to ensure that your words are prepared for localization as they are being written. The benefit of this process is accelerated time-to-market; we help you advance rapidly from source to accurately-localized versions of your content.

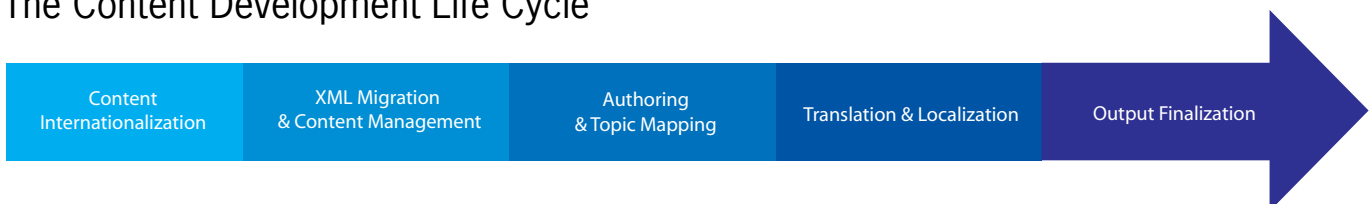
PROCESS ASSESSMENT AND ENGINEERING

Language Intelligence will assess your current translation & content development processes with you. Our strength is our ability to take any existing process and find real opportunities for improvement of quality, timing and cost. We not only identify opportunities; we show you how to get the most out of a new approach. We will train, implement and stay involved for as long as is necessary to get your team working at the desired level. We will help you predict and maximize your ROI from day one.

Translation & Localization Process Engineering: We will integrate both industry and proprietary technology with our expertise in order to craft a process that is the most beneficial and efficient for your organization. Whether your company translates into many languages or just a few, we will create a process that is practical and that yields the results you desire for quality, cost and timing. We understand how important it is to provide information to your international sales teams, field engineers and customers quickly and with great accuracy.

Content Development Process Engineering: Your organization's content represents your products and services all over the world. Content needs to be generated, distributed and made accessible in order to maintain your customers. Developing written content quickly, efficiently and cost-effectively is critical to your company's success. We'll help you identify how to best author, reuse, store and manage content. While technology is an important part of this process, it all starts with the people responsible for creating your content. We will teach your authoring team how to prepare content for the international market. We will work with your company to align all necessary components and ensure that your company's content can be produced efficiently and reused consistently.

The Content Development Life Cycle



Services (cont.)

KNOWLEDGE BASE CREATION AND MAINTENANCE

We help you create and maintain a complete knowledge base of information and tools to support your authoring and translation processes. This knowledge base may include: terminology lists, glossaries, translation memory, style guides, file conversion tools, DTDs, and anything else that proves to be a valuable part of your process.

CONTENT REVIEWS AND APPROVAL HANDLING

We understand how important the review and approval process is for your content - both before and after translation. In such a heavily-regulated industry, there are likely many stakeholders and several rounds of review involved in approving your company's written content. We will help you streamline this process while maintaining all necessary documented steps and signatures. Through process innovation and technology, we can make reviews and approvals move more quickly, maintain version control and provide easier access to documents for everyone involved.

ACCURATE TRANSLATIONS

Translators must provide a comprehensive set of credentials in order to be selected to work with our life science industry clients. Besides having excellent language and writing skills, they have experience in medical fields related to our clients' content, which enables them to properly convey concepts, instructions, procedures and sensitive information. Communicating your message to your target audience is handled with great care and accuracy. We understand how critical it is that those who operate and maintain your equipment or those who administer your product understand how to do so safely and with precision.

Software Translation: Software translation and localization present a unique set of challenges. Translators must work with isolated text, often with little or no context, and provide an accurate translation that does not consume more than the allotted screen real estate. Developing solutions for storing and managing UI strings, identifying important metadata and providing contextual references is critical for creating accurate translations, maximizing reuse and maintaining consistency. We will help you create standards and a strategy for incorporating localization efforts into your software development process. Our technical team can work with your source files in any format and create the most efficient process for handling the initial localization effort as well as future updates.

Website Translation: Are you translating your entire website into multiple languages? Is a mini-site more appropriate for your international customer base? Website translation and localization can include a variety of complex components such as multimedia, graphics with embedded text, links, downloadable content and international customer support. Our approach to website localization ensures that your company's image, information, services and support are accessible to all of your international customers. We work with you to determine how best to achieve a fully-functioning website in each of your target locales.

Services (cont.)

IN-COUNTRY REVIEW MANAGEMENT

We can help turn in-country review (ICR) into an efficient, valuable step, whether your company already has an ICR process or you hope to implement one in the future.

ICR can be arduous. There are many stakeholders involved who are located all over the world. There is often no clear, easy way to consistently manage the review process. Language Intelligence project managers are experienced in successfully executing in-country reviews, no matter how many individuals are involved. Additionally, we have developed a linguistic review tool, *intellireview™*, which has proven itself invaluable for streamlining the ICR process. With *intellireview™*, your reviewers will be able to access translated content as it will look in its final format directly through their online browsers. The user interface is clear and simple to use; all changes are tracked and captured instantly. We provide your ICR team with user training and support for *intellireview™* and help you manage the review process so that your translated content is ready for use on the international market as soon as possible.

DOCUMENT FINALIZATION AND DTP

Once your content has been authored and translated, it needs to be finalized for use. Our proven methods will significantly minimize the cost and time necessary to produce the outputs that you need. Imagine your sales and marketing team, distributors and customers fully equipped with localized documentation, software, and training materials that are ready for use in any language. By applying technology and best practices, we can help you greatly accelerate time-to-market of these materials and ensure that the layout and styles of your translated content match the quality of your source materials.



Contacts



Jennifer de Miguel
Senior Localization Project Manager

T: (585) 244-5578 ext. 20
E: jdemiguel@languageintelligence.com

Jennifer's experience at Language Intelligence has covered a broad spectrum of industries, from the fast-paced market research industry, to technology-intensive and long-term projects in life sciences. Her versatility and strong customer focus are strengths that will benefit your individual projects and overall localization strategy. Jennifer has a degree in Spanish Language, Literature and Civilization. She is a native of Spain.



Vicki Demkou
Localization Project Manager

T: (585) 244-5578 ext. 22
E: vdemkou@languageintelligence.com

Vicki's primary focus as Localization Project Manager at Language Intelligence is on managing projects for our Life Science industry clients. Vicki is familiar with navigating the complex requirements of Life Science translation projects and understands how critical accurate translations are in this industry. Vicki has a BS in Business Management and is fluent in Greek.



Lisa Pietrangeli
Director, Global Client Solutions

T: (585) 244-5578 ext. 18
E: lpietrangeli@languageintelligence.com

Lisa's extensive experience at Language Intelligence covers many areas of the business including: project management, resource selection and management, localization consulting, and management of the localization project management staff. It is this experience combined with her analytical skills that allow Lisa to create customized, efficient processes for your organization. She has degrees in Art History, Spanish, Italian and American Sign Language. Lisa has spent time living and studying in Italy.



Kait Schuh
DTP Services Manager

T: (585) 244-5578 ext. 12
E: kschuh@languageintelligence.com

Kait manages the Multilingual Desktop Publishing Services at Language Intelligence. DTP services involve preparing multilingual versions of client documentation for distribution. Kait has experience working with a wide variety of outputs in multiple languages, including: print-ready documentation, multimedia, software and web content. She holds a BA in English and Communications and an MA in Creative Advertising.



Jessica Clawson
Coordinator, Interpreting & Language Training

T: (585) 244-5578 ext. 15
E: jclawson@languageintelligence.com

Jessica manages Language Intelligence's Interpreting and Language & Culture Training programs. She coordinates training programs in-country for many of our multinational clients. Jessica has a BA in International Studies and speaks Spanish.

Standard Project Life Cycle

GATHERING PROJECT REQUIREMENTS

- Languages, deliverables, timeline, necessary QA steps, etc.
- Reference materials, TMs, glossaries, software/virtual machines, etc. (What already exists? What should be created?)

SOURCE REVIEW: TECHNOLOGY AND SOLUTIONS

- File preparation: XML tagging, tag verification, conversion into translatable format.
- Review of layout and design elements.
- Content internationalization.
- Options for improved process?

SOURCE REVIEW: CONTENT

- Identify any localization issues.
- Analysis of content/subject matter.
- Clarifying requirements: Tone, style, internationalization, linguistic quality, etc.

QUOTING

- All project costs as per requirements from file preparation through to ICR and finalization.
- Project kick-off.
- Collaboration between PM and tech staff.
- Collect any questions that still require client involvement before project begins.
- Create preliminary timeline.

PROJECT TRACKING AND SCHEDULING

- PM defines timeline and project milestones.
- Ongoing updates to client throughout project.

SECURING TRANSLATION TEAM

- PM follows Translation Selection procedure (as detailed in LI's ISO 9001:2008 QMS) to select qualified candidates from approved list.
- Translators and reviewers are notified and contracted.
- PM provides translation teams with prepared files, PDFs of English source documentation, localized screen shots, TMs, glossaries, and any other relevant reference materials.
- PM composes detailed instructions and sets expectations for translators and reviewers.
- PM sets up blog or other communication system for teams to share information.

Standard Project Life Cycle (cont.)

TRANSLATION AND REVIEW

- PM remains in constant communication with translation team.
- Ongoing collection of inquiries, suggestions, terminology suggestions, etc. is managed by PM.
- Glossary development. The existing term base is linked to the translation memory for real-time term recognition and translation teams add terminology to the term base during translation.

TRANSLATION AND REVIEW COMPLETE

- PM collects translations on a rolling basis in order to begin finalization.
- PM cleans translations into translation memory for future use.
- PM collects and documents translation evaluations from reviewers.

TECHNICAL TEAM - FINALIZING TRANSLATIONS

- Review XML and make any necessary adjustments.
- Prepare translations for use in Intellireview (proprietary ICR tool).
- Load files into Intellireview.

INTERNAL QA

- PM and Technical team verify that instructions were followed, that QC steps have been completed, and that all requirements were met by translation teams.

IN-COUNTRY REVIEW

- PM contacts and manages client's ICR team.
- ICR team provides feedback.
- LI translators review and implement changes.
- PM updates translation memory for storage and future reuse.

PROJECT FINALIZATION

- Technical staff flows content back into final format.
- Four-step review process
 - Formatting: Member of technical team reviews all layout, styles, graphics, etc. by comparing to original source file.
 - FFV (Final Format Verification): Another member of the technical team prints out document for review. All necessary adjustments are noted.
 - Change Implementation: Original formatter implements all noted changes.
 - Final Page Turn: Document is printed and reviewed before delivery.

DELIVERY

- PM uploads finalized documents to FTP and informs client.

Pricing Detail

TRANSLATION & LOCALIZATION

TRANSLATION & REVIEW

Translation & review are billed at a per word rate and conducted by two professional, native-speaking linguists. Translation memory leveraging is billed at a reduced rate per word.

PROJECT MANAGEMENT

A 10% project management charge is added to each project to cover localization review, file preparation, project coordination, translation memory maintenance and translation review & QA.

IN-COUNTRY REVIEW

This line item includes any costs associated with the management, review and implementation associated with in-country review and is billed at an hourly rate.

TERMBASE CREATION

Termbase creation includes the time required to create a client-specific termbase. It is billed at an hourly rate.

INTERNATIONALIZATION CONSULTING

Internationalization consulting involves the time spent reviewing and preparing content for localization from the outset of the content creation life cycle. This is billed at an hourly rate.

TECHNICAL WORK

XML MIGRATION

This is an hourly fee for creating XML structure and tagging content.

INTELLIREVIEW

This includes fees associated with the use of Language Intelligence's Intellireview software for in-country review.

OUTPUT FINALIZATION

Output finalization encompasses all of the steps following translation through final delivery. Output finalization is billed at an hourly rate.