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INTONATION
TRANSLATIONS

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INCORPORATING

Lacrosse

experts in translation



Translators and
Interpreters for
over 30 years

www.intonation.co.uk



Welcome to **Intonation** **Translations**, an **award-winning** translation and interpreting company with more than **30 years' experience**.

As Britain's fastest growing language service provider, we partner with over 2000 translation experts, all boasting at least five years' professional experience.

We offer language services to both individuals and companies and carefully assign our network of linguists by matching mother

tongue language skills, qualifications and subject expertise as closely as possible to our clients' requirements.

A friendly, approachable agency, we have a reputation for exceptional customer service and this combined with our commitment to accuracy allows us to forge strong, lasting client partnerships.

Intonation at a glance

- **Award-winning** translation and interpreting company
- One of the UK's **fastest growing** language service providers
- **100% client satisfaction**, according to our latest client satisfaction survey
- Over **30 years'** experience
- **Commitment to accuracy** of language, style and formatting.
- Offices in **UK and Poland**



Our sister company,
City Legal Translations,
specialises in translation services
for the **legal and financial**
sectors.

Why choose Intonation?



ONE OF THE UK'S **FASTEST GROWING** LANGUAGE SERVICE PROVIDERS



MULTI-AWARD-WINNING TRANSLATION AND INTERPRETING COMPANY



ALL TRANSLATORS HAVE **5 YEARS'** PROFESSIONAL EXPERIENCE



100% CUSTOMER SATISFACTION RATE IN 2017



HAVE A HISTORY OF WORKING WITH US FOR AT LEAST **FIVE YEARS**



ISO 9001 CERTIFIED



OUR TEAM HAS A COMBINED EXPERIENCE IN EXCESS OF **150 YEARS**



ALL TRANSLATORS TRANSLATE INTO THEIR **MOTHER TONGUE**



WE SUPPORT **OVER 600** LANGUAGE COMBINATIONS



ESTABLISHED FOR OVER **30 YEARS**



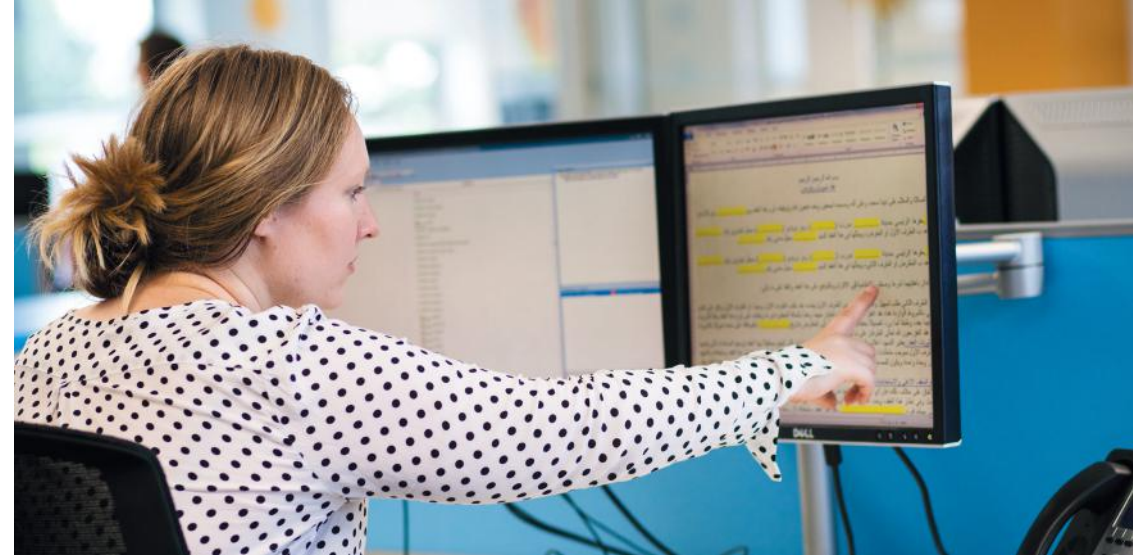
MANAGING DIRECTOR, DAN PEACHEY, IS **CHAIR OF EULOGIA** AND **VICE CHAIR OF THE ATC**



PROFESSIONAL MEMBERSHIPS

Intonation's Services

With a reputation for exceptional customer service and a real commitment to accuracy of terminology, style, formatting and technical competence, you can rely on a firm with passion and commitment for clear, accurate translations at an affordable price.



Translation services

We work closely with our clients to provide a bespoke, confidential service, unparalleled in its expertise and accuracy.

As full members of the Association of Translation Companies and Institute of Translation and Interpreting, we are able to provide all levels of translation certification, including notarisation, legalisation by the FCO or swearing on affidavit and are happy to talk through the process.

Services

- Aerospace and Defence Translation
- Business Card Translation
- E-Learning Translation
- Legal Translation
- Manufacturing and Engineering
- Market Research Translation
- Medical Translation
- Patent Translation
- Pharmaceutical Translation
- Sports Translation
- Technical Translation
- Transcreation
- Website Localisation

Interpreting services

At Intonation we understand the importance of using impartial, professional, expert interpreters and, with over 30 years' experience, you can rely on us to get it right, every time.

Our interpreters are experts not only in the spoken word but also with the cultural expressions and etiquette. Our clients' needs are our priority and as such our interpreters are handpicked according to their individual skills and experience - spoken language, subject matter, country knowledge and location.

So what is interpreting? Interpreting is the art of orally translating the spoken word between (usually) two languages and must be carried out in a completely accurate and non-biased manner. We provide interpreters for a wide variety of requirements.

Services

- Business Interpreting
- Conference Interpreting
- Legal Interpreting

Transcription services

All our work is carried out by mother tongue transcribers and is checked by a second checker before return to the client. Our pricing is competitive and, with the achievement of a 100% customer satisfaction rate according to our 2019 Customer Survey, you can have real confidence in our ability to handle your transcriptions with precision, accuracy and care.

We are happy to provide transcriptions in any language required and can offer a translation service for transcribed text. We can offer time-coded transcriptions and are happy to work from most formats, including WAV, MP4, AAC, CD, DVD and even good old VHS videos and audio cassettes!

Services

- English Transcription
- Foreign Language Transcription
- Translation Service For Transcribed Documents

Other services

Intonation offers a full range of language services. These include business card translation, foreign language SEO, proofreading, subtitling and voiceover.

Thanks to the other members of the Intereurope Group, Intonation can provide language training, via LSI Education (www.lsi.edu) and design and web agency services, via ICG (www.icgonline.co.uk).

Did you know?

Intonation has a **100% client satisfaction** rate according to its 2019 Client Satisfaction Survey



A step-by-step guide to the translation process

Whether you've worked with translators in the past or you're considering using a translation company for the first time, being 'au fait' with the process will help you get the most from it.

Here's the translation process in a nutshell. Knowing what to expect and when will ensure you get the best possible outcome.

Did you know?
Asking a translation company to work on a **draft in progress** helps **save time** but avoid large amendments to the original text as the **costs can add up**.
£££



Step 1

Find out which languages you require for your translation project and identify the documents that require translation.



Step 2

Send the documents to Intonation including any special instructions.



Step 3

Intonation will review the project requirements, provide costs, timescales and key project milestones.



Step 4

Once you are happy with the agreed schedule of works, sign off costs and work begins.



Step 5

A good translation company will handpick a translator who's the perfect match for your project and specific industry.



Step 6

Once the words have been translated, a proofreader will carry out a thorough review covering accuracy, consistency, punctuation, terminology, spelling and formatting.



Step 7

The final step is a "Second Check" process to ensure that everything is 100% ready for return.



Step 8

When we are happy that your project meets all of our quality standards, we will supply it in the format requested - on time and ready for you to use with confidence.

Focus with Geoffrey Bowden



European Union of Associations of Translation Companies

Buying language services can be both daunting and confusing. Geoffrey Bowden, General Secretary of the European Union of Associations of Translation Companies (EUATC) offers some useful advice about how to get the best results.

Written or spoken – identify your required service

There is a significant difference between translation and interpreting - which one do you require? If you want to interact with people in a foreign language on the spot, you need an interpreter. If you are working with text you need a translator. Both can be supplied by a Language Service Provider (LSP).

Choose the correct translation partner

There are no hard and fast rules on the type of translation partner to use: a bilingual member of staff, a freelance translation provider, or a translation company.

However, it is a common misconception that someone who speaks a language will also be a good translator. Serious mistakes can occur when specialist knowledge of a subject is required, particularly for sectors such as the law.

Ask potential translation companies for samples of their work; it's also a good idea to run samples past a trusted, language-sensitive native speaker for a second opinion.

Don't compromise on quality

Working with an accredited translation company gives reassurance about the quality of translations you will receive. Members of the ATC are carefully vetted before being admitted as members, adhere to a strict code of professional conduct, are subject to the rulings of a professional ethics committee and carry full professional indemnity insurance cover to safeguard the interests of the translation buyer.

Be budget savvy

The cost of the translation will depend on the length of the document, the content and the foreign language required. A legal contract or technical document will require a specialist translation company and may be more time-consuming.

Be realistic on timings

Often the first question is 'How long will it take?'. This is not a question that can be answered simply, since it will depend on the content of the translation and how you wish to receive the finished product.

Form a long-term partnership with your translation company

You'll get best results from developing an on-going relationship with a translation company. The longer you work with them, the better they will understand your requirements.

Did you know?

The UK's language service providers market is one of the largest in the world worth in excess of £1 billion according to a report by the Association of Translation Companies in 2016.



Geoffrey Bowden General Secretary of the European Union of Associations of Translation Companies (EUATC)



Geoffrey was the General Secretary of the UK Association of Translation Companies for over 30 years and is now

General Secretary of the EUATC. The EUATC represents the interests of translation companies across Europe and also serves the needs of translation purchasers.

Geoffrey said: "Anyone commissioning language services, be it translation or interpreting, needs to be certain that they are entrusting the work to an LSP that takes its responsibilities for accuracy seriously.

"There is no such thing as a rough translation or an approximate interpretation of what's being said.

"Intonation is a leading member of the UK's Association of Translation Companies and has rightly earned a reputation for being a trusted language partner."

For more information about the EUATC visit their website www.euatc.org

Insight from the expert: Dan Peachey



Dan has been working in the translation sector for the last 17 years. Here he shares his insights and advice.

What's big in translations at the moment?

Machine translations are getting more and more popular. Computers aren't quite able to match a human translator yet, but the process of using machine translation and a human editor can be really useful for translating large documents such as manuals where there is a lot of repetition. It's very effective at speeding up the process and improving consistency.

What timescale should I expect for my translation project?

Translators usually translate approximately 2000 words per working day. By giving your translation company enough time to handle your documentation, you can be assured of the absolute best quality work, using the right specialists for the job. For more urgent projects, documents can be split between multiple translators.

In a sentence, can you sum up what's important when it comes to getting translations spot on?

It is important to use the right people and check, check and check again.

How do you ensure your translations are spot on every time?

All of our translations are carried out by subject matter experts, with a minimum of 5 years' professional experience.

We have also introduced a unique triple check procedure to ensure the accuracy of our work.

Did you know?

Dan Peachey is **Managing Director** at Intonation & City Legal Translations, Chairperson of **Eulogia**, the European Alliance of Translation Agencies and Vice Chair of the ATC.

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Frequently asked questions

Did you know?

In the translation world, the fastest growing language pairs are **English to German, English to French, English to Arabic** and **English to Chinese** according to a report by the Association of Translation Companies.

Hello



Bonjour

How do translation companies price their services?

Some companies charge by time, some by line, page or number of words. At Intonation Translations, the pricing structure is per thousand words.

Does the cost of translation vary from language to language?

Yes, because of the availability of good quality translators. Countries where there are low levels of population such as Iceland are usually expensive. While countries where the cost of living is high, such as those in Scandinavia, generally cost more. Japanese translations are also pretty expensive too.

Is it necessary to use a specialised translation company?

To ensure you receive an accurate service that you can trust, it is vital that you use a specialist translation company.

How do you ensure that my sensitive documents will be kept safe?

You can trust us with the most confidential material.

Our professional team of linguists are aware of the need for client confidentiality at all times and they are committed to ensuring the safety and confidentiality of any documents or information shared throughout the translation process.

My client requires a document to be translated into numerous different languages, how many combinations do you offer?

We support over 600 language combinations.

I have a mass of documentation in Arabic – how can I identify what it is?

It is not unusual for our translators to visit clients' offices to help identify types of documents and those which might be necessary for translation or otherwise for a particular project.



Intonation

21-23 East Street, Fareham,
Hampshire, PO16 0BZ

E. info@intonation.co.uk
T. 0800 0966 825 (UK only)
T. +44 (0)1329 828438 (outside UK)
www.intonation.co.uk



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