



**Intonation**  
Language Service Provider

**The global experts  
in translation and  
interpreting services.**

An Intereurope Company

[intonation.com](https://www.intonation.com)



# The global experts in translation and interpreting services

**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.**

It's our years of experience that makes us stand out from the crowd. We're dynamic, professional and collaborative and our ultimate goal is to deliver for our clients, on time, every time.

We use a combination of human creativity and the latest translation tools to deliver quality translations.

We're proud to provide translation, transcription and interpreting services to our clients. Our unique client partnership approach allows us to build long-lasting relationships with businesses who are as meticulous about translation as we are!



**“  
Intonation has a 100% satisfaction rate according to our latest client survey. ”**



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



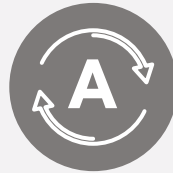
# Why choose Intonation?

**We are one of the world's top specialist translation companies. We understand that your project requires a tailored solution with an individual approach.**



## Localisation Project Management

Our experienced project managers oversee every step of the process, ensuring timely delivery, efficient workflows, and meticulous attention to detail.



## Subject Expert Linguists

Our handpicked team are experts in their respective fields, ensuring accurate and contextually appropriate translations for your industry-specific content.



## Streamlined Efficiency

Our advanced translation tools and technologies streamline the translation process, improving turnaround times without compromising quality.



## Professional Memberships

Intonation are long-standing members of the Association of Translation Companies, the Institute of Translation and Interpreting and the UK member of Eulogia, the European Alliance of Translation Agencies.



For more information  
visit [intonation.com](https://intonation.com)  
or to talk to one  
of our experts call  
**01329 828438.**

**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.

# 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.

## Interpreting Services

At Intonation we understand the importance of using impartial, professional, expert interpreters and, with over 35 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.



## Transcription Services

All our work is carried out by mother tongue transcribers and undergoes a QA check before being returned to the client. Our pricing is competitive and, with the achievement of a 100% customer satisfaction rate according to our latest 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!

“

Did you know 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 (ATC). ”

## Our Services

- ✓ Medical Translation
- ✓ Multilingual SEO Services
- ✓ Proofreading Services
- ✓ Patent Translation
- ✓ Sport Translation
- ✓ Technical Translation
- ✓ Transcreation
- ✓ Multimedia Services
- ✓ Legal Translation
- ✓ Transcription Services
- ✓ Typesetting & Desktop Publishing
- ✓ Subtitling
- ✓ Voiceovers



# Our Translation Services

**Intonation prides itself on putting our clients' requirements first and, as such, understands there is not a one-size fits all approach to translation.**



**Sport  
Translation**



**Legal  
Translation**



**Medical  
Translation**



**Patent  
Translation**



**Technical  
Translation**





## Our Translation Service Levels

Below are some of our most popular Translation Service Levels. But if one of these does not fit the bill, we're happy to arrange a call and talk through your individual project and put in place a workflow that covers everything you need.

### Translation Only

Our standard option offers great value for money. Translation is carried out by one of our subject matter expert translators and undergoes a QA check by our internal review team to ensure completeness. This option is not recommended if you're launching a large marketing campaign.

#### What will it comprise of?

- Translation by a mother tongue subject expert translator
- Terminology research
- Internal QA
- Full Project Management
- Output: 2,000 words per day/translator

### Translation, Editing & Proofreading (TEP)

This is our "two pair of eyes" option. It adds an additional safety net to those specially complex or sensitive texts by involving the use of two linguists. If you're worried that your translation isn't being checked by anyone on your side, choose this option – we translate, review with a second linguist and then perform an internal QA check before the document reaches you.

#### What will it comprise of?

- Translation by a mother tongue subject expert translator
- Terminology research
- Proofreading by a second linguist
- Internal QA
- Full Project Management
- Output: 1,500 words per day/translator/ proofreader team

### Creative (Localisation & Transcreation)

Our creative option is the bespoke option and is suitable for marketing material where the scope of the work goes beyond that of standard translation. The transcreation linguist creates compelling copy in the target language, adapting the source text as necessary to create the desired effect in the target language.

#### What will it comprise of?

- Translation by a mother tongue specialist creative translator
- Terminology research
- Internal QA
- Full Project Management
- Output: 1,000 words per day/creative translator

Solutions available for faster turnaround. [Contact us for details.](#)

# 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.**

At Intonation we provide professional translation services. For over 35 years our clients have trusted us to support them with their translation requirements. We have passed and gained many industry standards and accreditations and we only use qualified and competent translators.

We are passionate about each of our language services and the team shares a unique and friendly approach to business, ensuring that we go that extra mile when completing work for our clients.

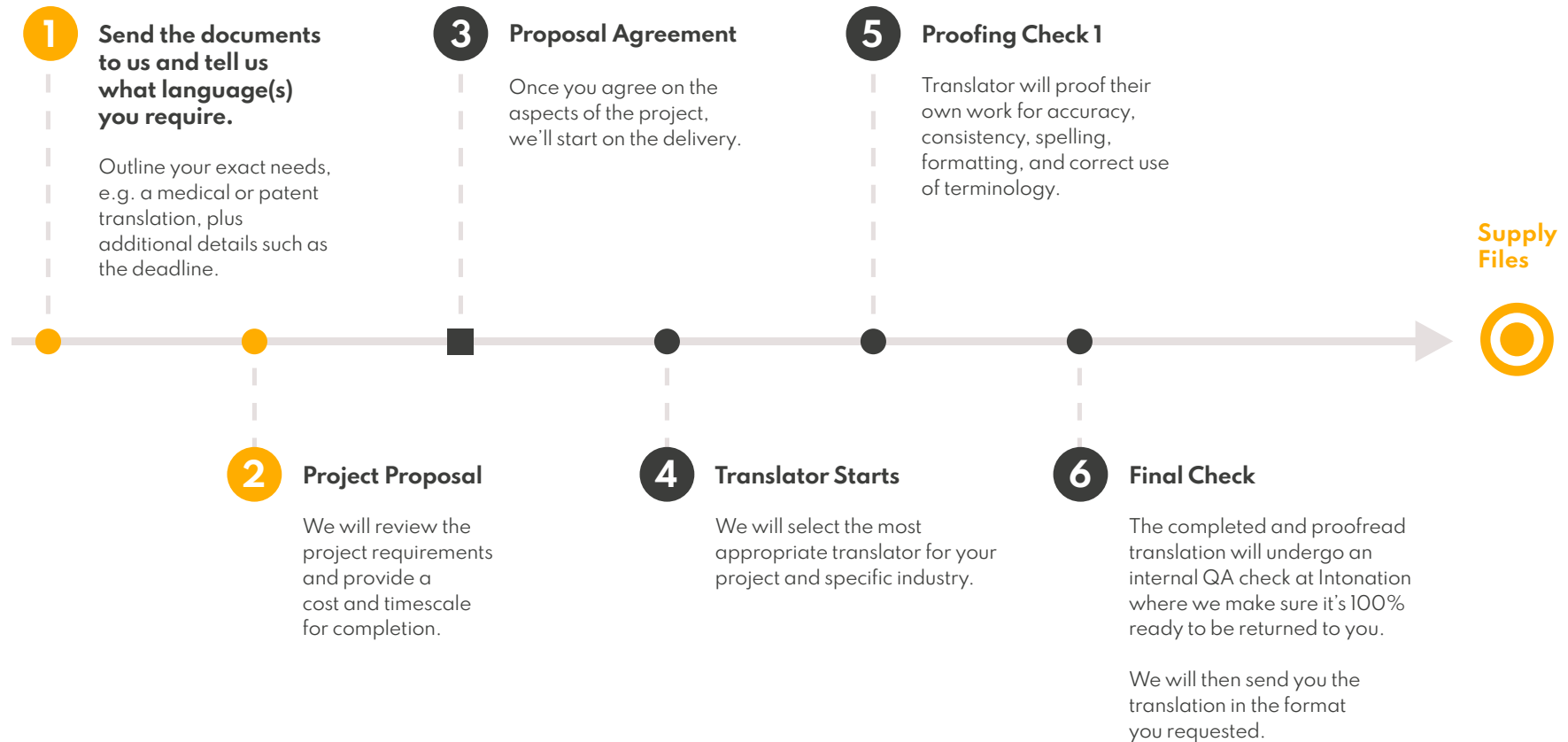
**For more information visit [intonation.com](https://intonation.com) or to talk to one of our experts call 01329 828438.**



## Did you know...

According to the Association of Translation Companies the current size of the language services market in the UK is estimated at between GBP 1.5 and 1.7 billion. This is up from the GBP 1.35 billion estimated two years ago. The UK is the largest single-country market for language services in Europe.

## Translation only workflow



# 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.

- ✓ 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 35 years' experience
- ✓ Commitment to accuracy of language, style and formatting
- ✓ Offices in UK and Europe





# Frequently asked questions

**Here's some questions and answers that may help you understand more about Intonation's translation services.**

## **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. Alternatively, send a sample of the documentation and our translators will be happy to review the file(s) to provide an overview of the content to enable further decision-making.



**For more information visit [intonation.com](https://intonation.com) or to talk to one of our experts call 01329 828438.**



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