



LINGO
SYSTEMS

Automating the language industry

01

Business Intelligence & Reporting

Data driven insights to enhance decision making

What's it about:

Business intelligence helps language service providers transform their operational data into valuable insights. This leads to optimized translation projects, resource allocation, and financial performance.

We can help you with:

- Preparing data structures
 - Integrating various data sources
 - Creating tailored reports
 - Evaluating and implementing visualization tools
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02

CAT/TMS Integration

Streamline translation processes with the right tools

What's it about:

Careful selection of CAT/TMS tools has a direct impact on operational efficiency, translation quality and customer satisfaction. The most suitable system is customized to specific workflow requirements, thus ensuring optimal resource utilization and streamlined project management.

We can help you with:

- Selecting the CAT/TMS that best suits your business
 - Integrating systems into your system and workflow landscape
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03

Vendor Management

Language experts for efficient collaboration

What's it about:

Software-driven vendor management simplifies the complex processes of onboarding, tracking and collaborating with language experts. Informed decision-making is facilitated by optimal resource allocation through a centralized repository of supplier information, certifications and performance data. Our solutions enable efficient assignment of tasks, monitoring of project progress and consistent communication, which results in smoother workflows and on-time deliveries.

We can help you with:

- Identifying pain points and specifying your ideal solution
- Building your tailor-made vendor portal
- Customizing and integrating your existing systems

04

Customer Portal

Centralized project management for an enhanced customer experience

What's it about:

A dedicated portal provides customers with a convenient, centralized platform for submitting and managing translation projects. This improves communication through real-time updates, project tracking and seamless interaction between customers and project managers. It strengthens customer relationships by providing a user-friendly experience, increasing customer satisfaction and loyalty while enhancing the LSP's reputation for efficiency and effective service delivery.

We can help you with:

- Building your bespoke, stand-alone customer portal that works with any TBMS
- Creating a modern, easy to use and intuitive solution that your customers will love
- Customizing your existing customer portal
- Connecting customer systems such as content management and shop systems

language industry.

05

TBMS Consulting

Expert advice on evaluating the most suitable solution

What's it about:

Language service providers should seek expert advice when selecting a new translation business management system, as there are many challenges involved in this process.

Determining the exact system requirements can be complex and include factors such as project volume, team size, and integration needs. Analyzing the broader context, including existing workflows and tools, is essential to ensure seamless integration and avoid pitfalls.

We can help you with:

- Identifying requirements through workshops and stakeholder interviews
- Evaluating suitable TBMS options
- Integrating the selected systems into your IT landscape

06

MT Integration

Machine translation integration for optimized processes

What's it about:

Integrating machine translation into your translation process offers significant benefits compared to standalone. Integrated MT facilitates streamlined workflows and enables efficient and automated translations without needing a variety of tools. When MT translations deliver sufficiently good results, LSPs can work more efficiently and delight customers with a fast and affordable service.

We can help you with:

- Selecting suitable MT services
- Providing consulting
- Integrating and implementing MT solutions



07

LLM Integration

Harness the power of large language models for new ways of working

What's it about:

Large language models speed up content creation and translation processes by efficiently producing accurate and contextually relevant texts. For example, you can easily check grammatically large text corpora and automatically adapt texts to certain target groups. The versatility of an LLM allows language service providers to cover a wide range of language pairs and subject areas, therefore expanding and improving their services.

We can help you with:

- Selecting suitable LLM providers
 - Integrating and implementing LLM solutions
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08

Company API

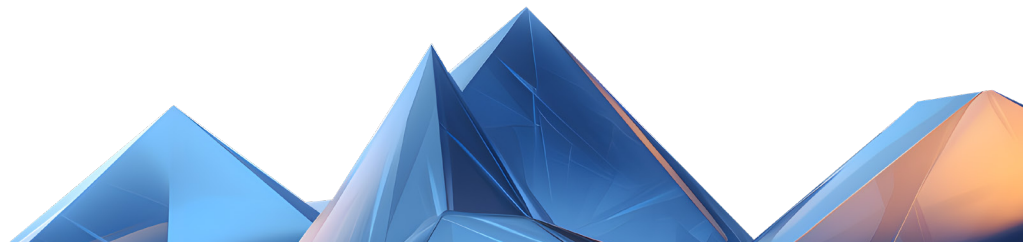
Empower customers with automated language services

What's it about:

Making APIs available to your customers enables streamlined access to language services and facilitates automated deliveries. This allows customers to seamlessly place orders for language services directly from their systems and integrate the translation process into their existing workflows. This kind of integration speeds up the ordering process and ensures accuracy and consistency.

We can help you with:

- Building a bespoke company API using standards such as COTI or TAPICC
 - Documenting your API to easily connect with your customers
-



09

B2B & B2C Shop Solutions

Simplify service purchasing and delivery

What's it about:

A web shop appeals to different customer segments by offering a user-friendly interface, quick order placement and efficient delivery of language services. For B2B customers, a web shop offers a convenient platform to place orders for language services. You can acquire new business customers and easily process recurring order types without having to conclude a framework agreement beforehand. For existing customers, a connection can be made to your customers' procurement systems. This makes the purchasing process more automated and thus enables stress-free purchasing on the customer side. In the B2C sector, a web shop gives individual customers easy access to personalized translation services such as document translations or localizations.

We can help you with:

- **Specifying and building customized shop systems**
- **Integrating shop systems into your landscape**

10

Customization of standard systems

Streamline translation processes with the right tools

What's it about:

For most language service providers, standard systems are good, but their functionality is often limited or does not ideally reflect company-specific workflows. Customization allows workflows to be tailored to specific project requirements, leading to greater efficiency and customer satisfaction.

We can help you with:

- **Customizing your standard systems**
- **Implementing new functions in existing systems through configuration, plug-ins, middleware and RPA (Robotic Process Automation)**



11

Automating Quality Management

Prevent mistakes and increase efficiency

What's it about:

Automated QA tools increase efficiency and reduce the time spent on manual review. These tools check for errors, language issues and compliance with style guides, ensuring a thorough review.

By setting up workflows within the TMS, content can be routed through different stages of quality assessment, including automatic and human reviews. Reporting tools built into the TMS can analyze quality metrics so you can continuously improve your processes based on data-driven insights.

We can help you with:

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- Consulting and product selection support
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- Implementing QA solutions into your workflows
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Integration with enterprise systems

Create efficient process automation

What's it about:

API connections between the translation management system of the LSP and the customer's systems, such as content management systems or project management tools, enable smooth data exchange, secure communication and real-time project updates.

Event-driven automations are triggered when new content is created, which allows customers to automatically place orders and receive results without manual intervention.

We can help you with:

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- Consulting to specify the best possible integration
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- Implementing suitable integrations and workflows
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