

Translation of a European website into 10 languages

A few years ago, our customer asked us to translate its website into ten languages. We therefore organized a meeting in order to offer a service suited to its requirements, and to ensure that the terminology was fully mastered and wholly consistent for each language, for all of the products and fields.

Since terminology has an essential role in localization, especially in very specific fields, we suggested the following procedure to our customer, which has now become the basis of all important projects:

- **Training of translators:** If required, we organize training courses with the customer for our translators, who will be given all of the technical information they require in order to properly understand the documents to be translated.
- **Extraction of terms and creation of a glossary:** One of the translators working on the project reads all of the files to be translated and identifies all specific, technical and special terms, in order to create a glossary. The glossary is drawn up in the source language and then sent to each translator for translation into the different languages.
- **Approval:** The final glossary is sent to the customer who checks whether the terminology is used correctly, and approves it if no changes are required.
- **Translation:** Throughout the project, the translators have a specific file which they can use to ask the customer questions. During or at the end of the project, we ask the customer to approve the different translations. If necessary, the customer can make changes which are then notified to the translators and incorporated in the final versions. This process, combined with the use of translation tools, makes it possible to ensure almost total consistency at all levels.
- **Updating of translation memories:** The terminology approved by the customer is stored and updated in the databases that are reused in future projects. In this way, if the usual translator is not available for a given project, we can ensure consistent use of terminology even if we entrust it to another translator, since the translator will be able to use the translation memories. Finally, if necessary we can also give the customer all of the translation memories for the various projects, in the required languages.