ISIS

한국아이시스(주)

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www.isiskorea.com

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Company Overview

ISiS Korea, Inc. was spun off as a subsidiary from IBM Korea in 1992 and recently became an independent business model. Since its official founding in 1992, it has provided localization and interpretation services to assist global IT companies in entering the Korean market as well as globalization services for Korean IT companies.

- Company Name : ISiS Korea, Inc.
- Foundation : November, 1992
- CEO : Seok-Keun Jang
- Staff : 25 (As of 2023)
- Location : 2FL, ShinSong BD., 67, Yeouinaru-ro, Yeongdeungpo-gu, Seoul, South Korea
- Contact : +82-2-3787-0254(English) / 02-3787-0270(Korean)
           Fax : +82-2-3787-0100
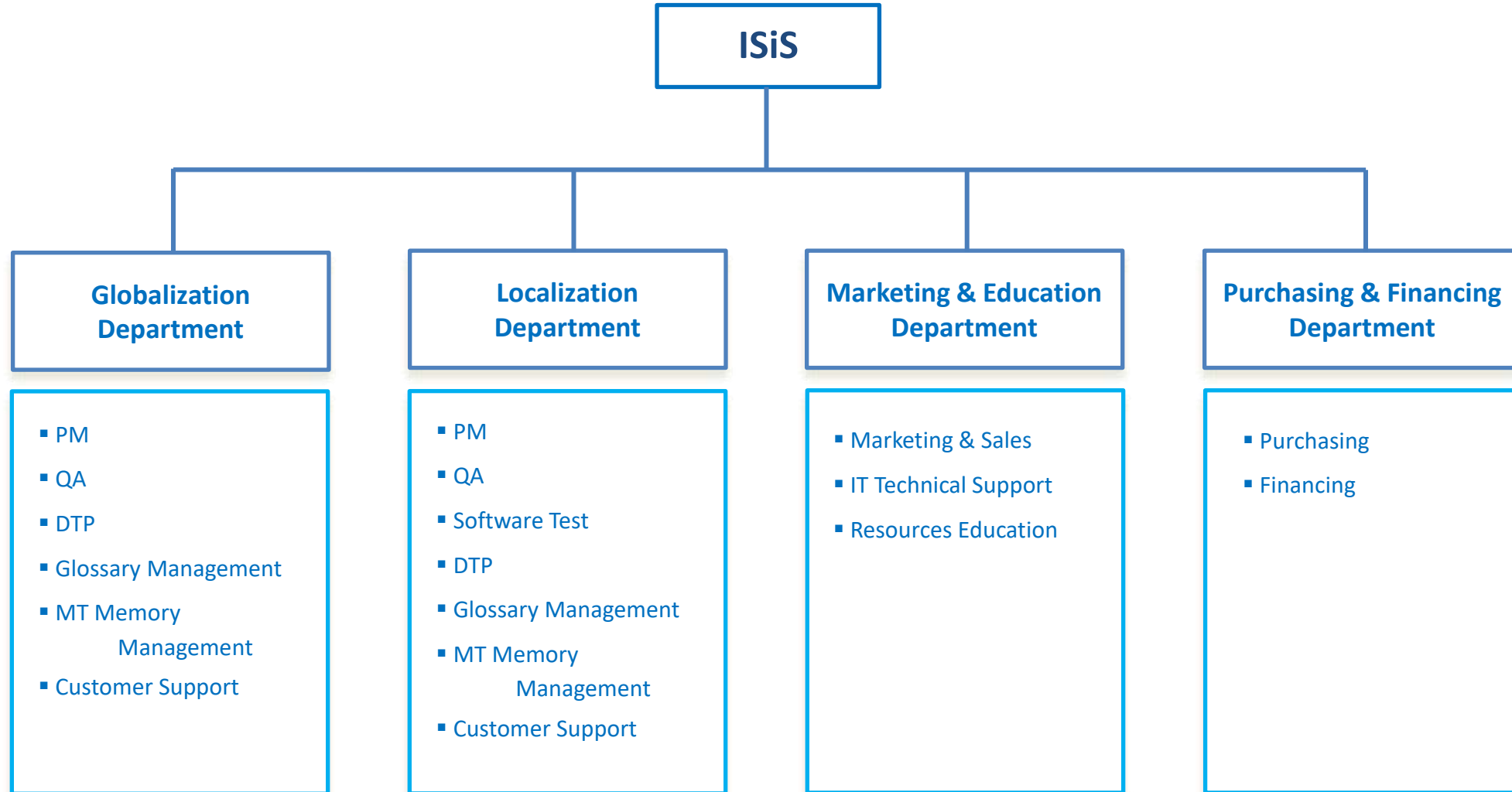- Website : www.isiskorea.com

Company Details

* Staff (Localization / Globalization department)

	Full Time	Contract/Freelance
Translators	3	205
PMs	6	4
QAers	7	11
DTP Experts	3	4
IT Specialists	2	2
Interpreters	-	16
Others	4	-
TOTAL	25	242

* Localization Tools & Platforms

CATs	Trados Studio 2021	IBM TM/2	Memo Q 8.3	Déjà vu X
	Catalyst 10.0	Smartling	SDLX 4.2.1	Passolo 2015
	Transit NXT/XV	RC WinTrans X8	Idiom World Server	Wordfast Pro
QA Tools	Trados MultiTerm	Xbench	MS LocStudio	HTML QA
Testing Tools	MS RICH/MS HTML Test	MS Orbitor	V HULK 3.0	
Compilers	MS HTML Help WorkShop	RoboHelp, 2002 X3, X5	MS HTML Help Workshop	
DTP & Others	Adobe FrameMaker+SGML	Adobe Illustrator	Adobe Acrobat	Adobe Photoshop
	Adobe PageMaker	Adobe InDesign	Quark Xpress	MS Visual Studio
	MS Visual Basic 5.0	MS Visual C++	Catalyst 9.0	WebWorks Publisher for FM
	Corel Draw 9.0	FreeHand 8.0/10.0	PageMaker 6.0 & 6.5k	MS Office

Organization

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                          │    ISiS     │
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Globalization Department	Localization Department	Marketing & Education Department	Purchasing & Financing Department
▪ PM ▪ QA ▪ DTP ▪ Glossary Management ▪ MT Memory Management ▪ Customer Support	▪ PM ▪ QA ▪ Software Test ▪ DTP ▪ Glossary Management ▪ MT Memory Management ▪ Customer Support	▪ Marketing & Sales ▪ IT Technical Support ▪ Resources Education	▪ Purchasing ▪ Financing

Key Customers

Due to its customer-oriented services and strict quality control, ISiS Korea has being recognized as an industry innovator and a reliable business partner over the past 30 years.
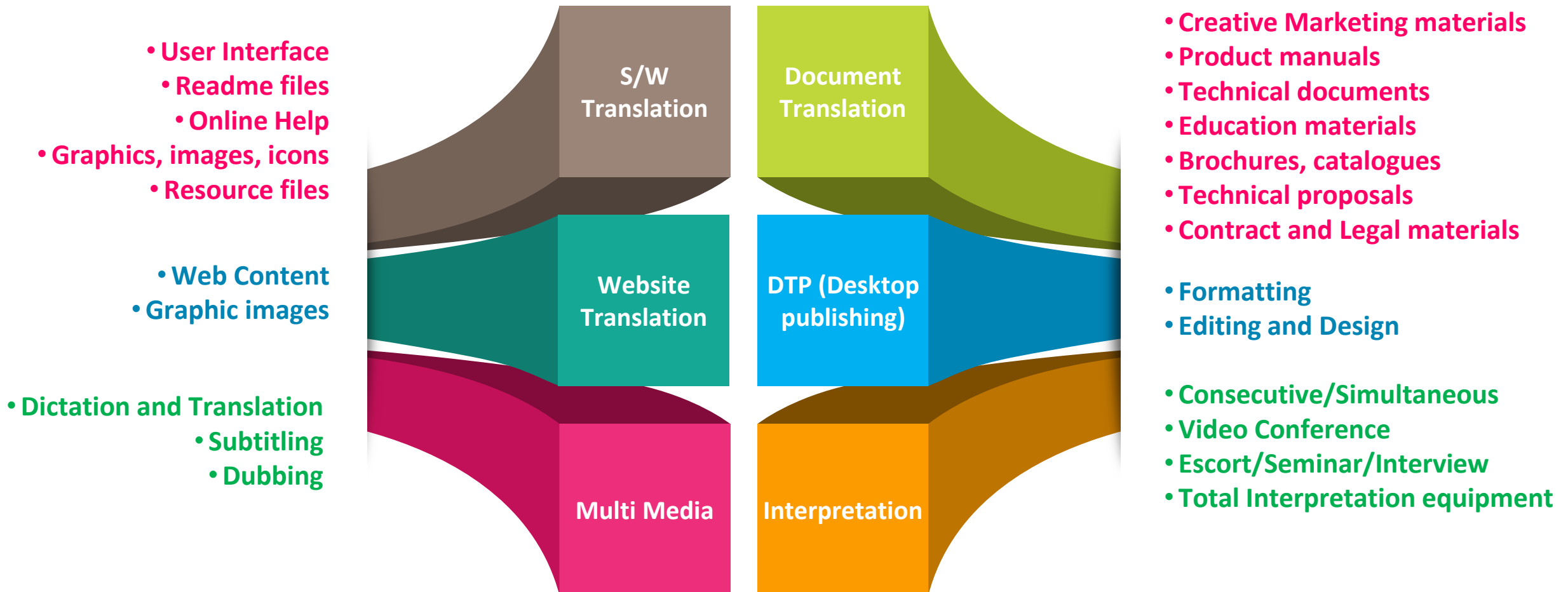
Service Areas

ISiS Korea provides Translation & Interpretation services for various main key industries such as; IT, LifeScience/Biology, Medical, Automotive, Energy, Law and Finance, etc.

- **User Interface**
- **Readme files**
- **Online Help**
- **Graphics, images, icons**
- **Resource files**

- **Web Content**
- **Graphic images**

- **Dictation and Translation**
- **Subtitling**
- **Dubbing**

S/W Translation

Document Translation

Website Translation

DTP (Desktop publishing)

Multi Media

Interpretation

- **Creative Marketing materials**
- **Product manuals**
- **Technical documents**
- **Education materials**
- **Brochures, catalogues**
- **Technical proposals**
- **Contract and Legal materials**

- **Formatting**
- **Editing and Design**

- **Consecutive/Simultaneous**
- **Video Conference**
- **Escort/Seminar/Interview**
- **Total Interpretation equipment**

Globalization Service

ISiS Korea's globalization service ensures that your materials are correctly translated and modified for the target users who speak different languages, taking into account their regulations, laws, and other factors.
This service is necessary for local multinational corporations successfully to enter overseas markets.

1 Multilingual translation services

- Translation services for all the global languages
- Reliable multilingual translation service through the global sourcing channel
- English/Chinese/Japanese-based translation service has evolved into the European language-based service.
- 35 languages supported by SAP SLS vendors
- 45 languages supported by IBM
- Major service fields : Technical materials, product manuals, marketing materials, web contents, video, film, patent/legal materials, etc.

2 S/W globalization service and consulting

- In addition to the translation service, software consulting services are being offered, considering the software architecture.
- Multilingual translation service for software applications and manuals
- Total testing service considering the interoperation between hardware and system
- Software globalization consulting service based on expertise accumulated for the last 30 years

3 Korean-to-English translation and technical materials creation services

- We offer Korean-English translation service as the first step of globalization.
- For development teams producing the technical documents, our qualified technical writers support them for technical writing in Korean and English when necessary as a courtesy

4 Global sourcing channel support service

- We offer services for each globalization element as well as series of comprehensive services to customers.
- Global project manager support services
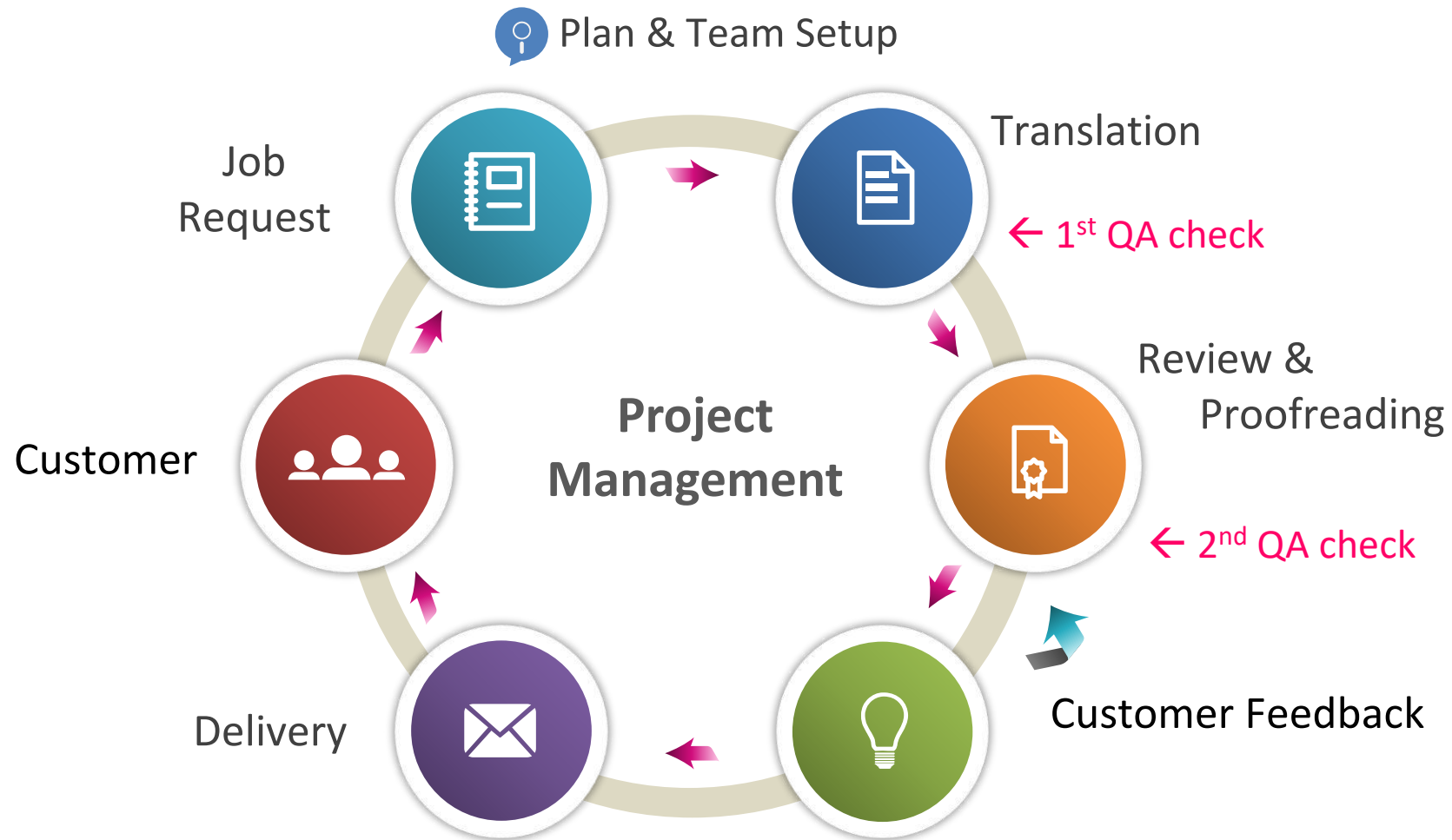- Global sourcing channel recommendation and support services

Localization Service

Translation into Korean and customizing services are collectively referred to as localization service in Korea. Beyond just translating products and materials into Korean, it optimizes them to fit the Korean market environment, national culture and conceptual framework.

Localization tools and skills to cope with customer needs

Building customized IT infrastructure for customer-specific environment

Customized Localization Service

Comprehensive solution including engineering and testing

In addition to translation an integrated customized localization solution is also provided

Project Management Process

Lead project managers effectively interact with clients and localization specialists to tailor each project for client satisfaction while pursuing the ideal localization in a variety of ways.

Plan & Team Setup

Translation

← 1st QA check

Job Request

Project Management

Review & Proofreading

Customer

← 2nd QA check

Delivery

Customer Feedback

Quality Management Process

We have developed the translation guidelines and glossaries for Korean based on our extensive research and long experience for the first time in Korea, using both sampling and QA methodologies (reviewing sentence by sentence).

Linguistic Quality Assurance Process

Basic QA
At each step, it applies error corrections in line with the offered translation instructions and, if necessary, logs a problem report.
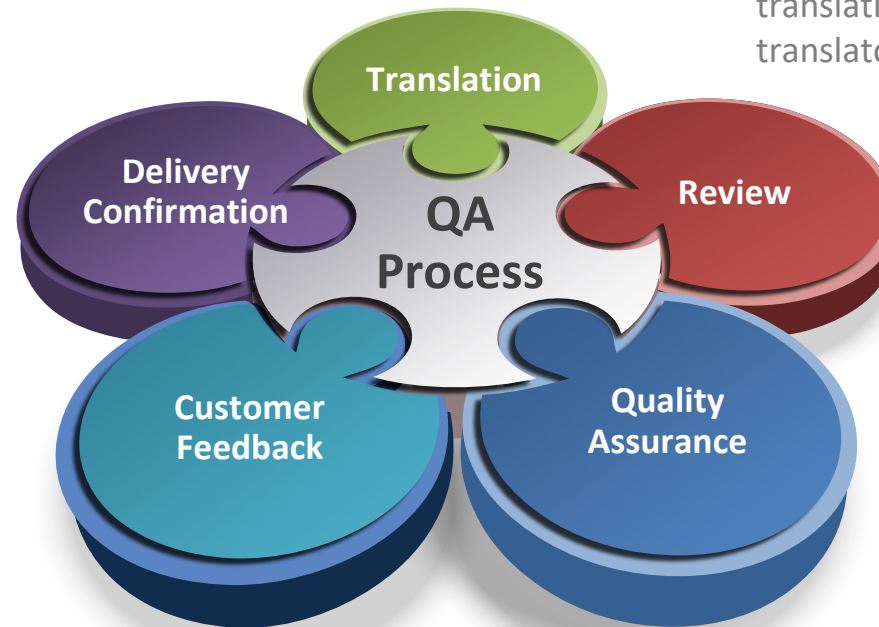
QM
Monthly and quarterly QA analyses based on the industry-standard processes are reported for quality improvement.

Resource Evaluation
Evaluation reports for all resources are logged on a monthly basis for quality control.

Incorporating Customer Feedback

- After making revisions to the translation memory and the documents in response to feedback from customers, updated translated documents are saved.
- For future projects, glossary and style guides are updated.

QA Process
- Translation
- Review
- Quality Assurance
- Customer Feedback
- Delivery Confirmation

QA 1

- Verify compliance with the required procedures and qualifications for resources.
- Check to see if all the guidelines from the glossary and translation guide have been applied using the translators' feedback for each project.

QA 2

- Examine overall consistency of the content for synonyms and terminologies.
- Revise grammar, punctuation, and spellings.
- Review of whether the translation flows naturally with the content.
- Review media files and subtitles for audio and video contents.
- When necessary, transcreation is carried out after considering cultural factors.

Quality Translation Service with systematic Quality Management System

Every expert in the IT industry employs our standardized quality management methodology, which was created as a legacy based on knowledge gathered over a 30-year period.

ISiS Quality Management System

High-quality services with the reliable recognition among global companies (examples : IBM, SAP etc.)

Project Mgt. System

- › Project Management system on Lotus Notes database
- › Project Management team that includes skilled project managers
- › Effective communication between customers and localization experts at every project step
- › Use of project library for the efficient management of work files

Quality Mgt. System

- › Quality services by professional IT terminologists
- › Quality controls (sampling and 100% review) enabling perfect level of quality
- › To meet customer requirements, the pre-sampling result and customer feedback are applied to the translation artifact
- › Adhere to the style guide, which is the culmination of years of research and expertise.

Resource Mgt. System

- › Internal cross training programs for quality improvement
- › Scientific resource management program
- › Project managers who are localization experts
- › Periodic QA programs

Largest Translation Capacity in Korea

ISiS Korea is being managed by careered localization experts with long experiences, and because of our well-organized process and significant localization capacity in Korea, we are able to take on any scalable translation projects.

Equivalent to 1022 manuals (avg. 200 pages per book)

The Biggest Scale & Capacity in Korea

45 million words/year

High quality, on-time delivery for large-volume/urgent projects

Korea's largest number of localization experts

Harmonized online and offline solutions

Intensive Security Management

Strict Security Guide Compliance

e-Security System Installation

01

02

03

04

Up-to-date Data Backup

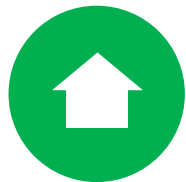**Periodic Security Courses**

Contact Us

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