

COMPANY PROFILE



Translation Company based in Greece
February 2021

Welcome!

MM Translations is a Translation Company which is registered at the Ministry of Development & Investments of Greece with the Business Number 158350303000 which specializes in language translations for different businesses.

MM Translations was founded at the beginning of the current year of 2021.

Our company provides translation and localization services from English, German, French, Italian, Spanish and other languages to Greek, Bulgarian, Turkish and Arabic.

Our team consists of highly educated and experienced translators and managers with over 24 years of experience in Translation.

Our Mission

At MM Translations Greece we are committed to exceeding expectations by providing our clients with ADDED VALUE.

We are always eager to deliver on our clients' requests. Through direct and to-the-point communication, we are ready to offer client-tailored solutions.

Our clients' needs are our top priority and guide us in building WIN-WIN relationships!

Fields of expertise

Top specializations:

- Life Sciences
- Medical Devices
- Pharmaceutical
- Marketing
- Technical
- Engineering
- Automotive
- IT
- Gaming
- Entertainment
- Tourism and travel
- Education
- Technological
- Financial
- Legal
- Subtitling

Translation services

Language adaptation

- Documentation
- Software
- Websites-multimedia
- User Manuals
- Subtitling
- Certified Translations
- Proofreading
- Transcreation

Source Languages

The source languages handled by our office include English, German, French, Italian, Bulgarian, Turkish, Arabic and others, each of them handled with dedicated care.

Target Languages

The main target languages managed by our team include Greek, Bulgarian, Turkish and Arabic language.

Our goal is to produce a consistent, quality message across all clients which will protect their brand reputation

Top

Quality

Deep and advanced knowledge of Translation Quality Assurance (TQA) and Quality Control (QC) processes that ensure quality from beginning to end.

Security and Confidentiality

Protecting sensitive client information, regardless of the medium (online platforms, cloud servers, shared drives, equipment, Wi-Fi connection, e-mails and shared cloud servers) is of utmost importance to us to safeguard security and ensure trust and continuous collaboration with our clients.

Business Continuity

We have invested and taken strict precautionary steps to protect critical information. Information flow is continuous and available 24/7.

Priorities

Competitive Rates

Our competitive rates are based on optimized operations established throughout our years-long experience..

Scalability

Our extensive network of highly skilled industry experts and linguists, developed over 24 years of active involvement in translation, enables us to offer scalable solutions to our clients.

Straightforward and Direct Communications

No communication is left unanswered in this company. Communication is direct, simple, effective and our clients do receive attention. All our employees who are engaged in communication with customers speak fluent English

TRANSLATION PROJECT WORKFLOW



MM Translations translation-localization projects undergo a multi-layered process of checks and reviews to ensure the highest degree of quality and adaptation to client's requirements. These expectations as well as the scope of any given project, dictate these steps. Our localization process is stable yet flexible enough to address your individual needs. The following workflow is typical.

ASSIGNING A PROJECT MANAGER

The project manager oversees your project from beginning to end. He or she also communicates with you throughout the process, so you are aware of what's going on every step of the way. His or her responsibilities include:

1. PROJECT PLANNING

Defining:

- scope and objectives of the project
- tasks within the scope of the project
- standards of the project
- risks and contingency plans

Creating the project schedule

Determining the tool requirements

Confidentiality (NDA) considerations

2. TRANSLATION KIT PREPARATION

- project style guide
- project glossary
- project files for translation/localization
- project specific instructions

3. CREATING THE PROJECT TEAM

In addition to a project manager, the team assigned to your project may include the following:

Assigning the resources to the project. These resources involve:

- Terminologists (*In-house*)
- Translators (*Hybrid setup-Both in-house plus external*)
- Editors/Reviewers (*Hybrid setup-Both in-house plus external*)
- Software engineers (*Hybrid setup-Both in-house plus external*)
- Quality assurance specialists (*Hybrid setup-Both in-house plus external*)

A single point of contact! Our Project Managers' communication is in English and they assume ownership of your work from the Start to the End

4. PRODUCTION

- File translation/localization
- Technical and linguistic editing -QA
- Implementing the feedback from QA
- Testing (software localization)
- Debugging (If software is involved)
- Finalizing the layout. Confirming layout's consistency with original work

5. DELIVERY

- Production process is completed, when all processed files are delivered and a receipt of Good Working order is received from the Client

CAT Tools

Computer Assisted Translation (CAT) technology is utilized to improve efficiency and accuracy. Trados Studio 2021 Professional is our main and basic dynamic translation solution.

Through our Team's cumulative knowledge and experience of Translation solutions, commonly used translation solutions such as Smartcat , Wordfast, Across, Memsourc, memoQ, Alchemy Catalyst, e.tc. are utilized efficiently. Our Team's extensive experience while being part of the Greek Language office of SDL is an important asset in our work.

Production Team

The challenge of every translation work we produce at MM Translations is to have a positive effect on the credibility of our clients' content and brand. We can approach this requirement by following strict, consistent work based on Grammar rules, style, and terminology know-how. Requirements alone will not suffice unless the Team in place who applies those rules has a **solid Team structure** and above all a Team whose collaboration has been tested for many years in the translation field

Team structure

A Hybrid team structure has been adopted at MM Translations which enables our company to offer scalable and flexible services and solutions to our clients. There are both internal and external resources, depending on the specific requirements of each project. All technical and project management tasks and most of the editing tasks are performed internally, while simpler translation tasks are outsourced to independent professionals with whom we have been cooperating for many years. All translations are carried out by native speakers, who are experts in their field.

In-House Team

MM Translations core in-house team is composed of 15 highly qualified professionals, including project managers, software engineers and linguists. There is a provision in place for scaling up the Team should there be such necessity.

External Team

Our external Team is composed of over 60 previously tested independent professionals. In order to qualify as a trusted linguist in our company, candidates must hold higher education degrees and demonstrate extensive professional experience in their subject of expertise.

Translation Quality Assurance

The Translation Quality Assurance process followed at MM Translations can be easily summarized in three main steps: (dominates over the entire workflow of the translation process)

1. Quality Management

Involving qualified translation vendors, proofreaders and SMEs
Ensuring quality standards are met
Employing CAT Tools, TMs, glossaries, style guides, additional references, etc

2. Quality Assurance Performance

Using a wide range of specialized QA tools and the QA functionality integrated in various CAT tools
Setting-up a troubleshooting communication platform for consistency and terminology checks

3. Quality Control

Proofreading, third-party review or LQA (Linguistic Quality Assurance)
Running QA checks for spelling, segment-level consistency, numeric mismatch, terminology mismatch, missing translations, punctuation issues

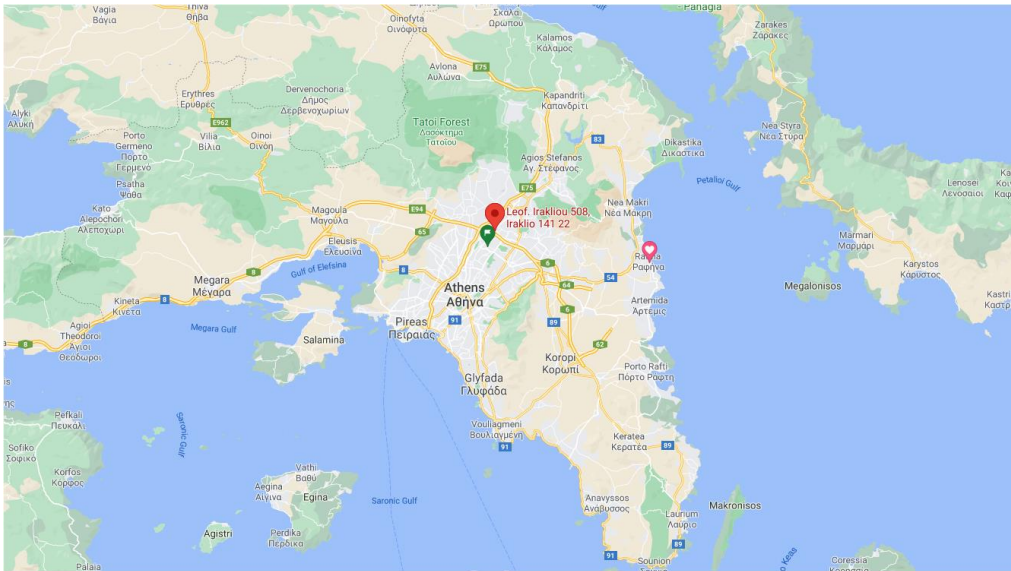
In addition to the basic Quality Assurance software tool based on Trados studio, namely QA Checker, other standalone Quality Assurance software tools such as Verifika, Xbench, QA Distiller, Linguistic Toolbox are also employed by our Team.

ISO Compliance

Currently, our company is in the process of acquiring the ISO certificates of **9001:2015 & 17100:2015** (Nov 2022). It is our goal to have in place a well-established internal Translation Quality Assurance process, ISO-optimized and streamlined to cater to a wide spectrum of needs and stringent requirements.

Quality assurance is "the process of measuring and assessing Translation Quality does not start when the translation is finished, but when it has merely begun"

HEADQUARTERS



CONTACT DETAILS



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MM Translations' vast and focused experience derived from its prior direct involvement in the translation field, makes it an ideal partner to offshore companies wishing to be involved with in-country translations. Our office has the capacity and team structure to assist LSPs to offshore their projects through robust partnerships. Such partnerships can be tremendously successful since they can be aligned to enable clients to extend their Teams to our country. Partnering with MM Translations, you are assured of transparency in communication, business continuity and guaranteed growth.

MM Translations IT infrastructure is flexible and composite since it additionally utilizes technologies of the future such as cloud computing. Moreover, high internet speeds at 200Mbps are secured by "Fiber to business" services offered by its Internet Service Provider.

The cloud computing is based on Microsoft 365 Business standard which fulfills all the necessary aspects of our work such as securely storing information which is accessible 24/7, thus offering our company and our clients Business Continuity. Such composite infrastructure (local and cloud storage) offers our company a great level of resilience to failure while strengthening our business continuity plans.