



More than just words, solutions...

Translation
Interpreting
Localization
Linguistic Consulting

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About Us

The time to **globalize** has come...

Nóvalo is a linguistic services company which has offered a broad range of multilingual translation and interpreting services to Spanish and foreign companies and organizations since 2004.

Our **translation center** is equipped with developed infrastructures, cutting-edge technology and multidisciplinary professionals to help our customers work in their target markets and audiences.

Backed by **years of experience** in managing projects for the international market and an extensive presence in the local market, we are able to offer the solutions, value and knowledge that will allow you to reach your goals in a competitive manner and turn us into your **ideal strategic partner**.

We approach companies and organization that wish to extend their services to cover a wider audience or break into **international markets** by offering them risk-free collaboration to disseminate and convey their business ideas as widely as possible.

Take good advantage of your opportunities when communicating in other languages. Translating word for word is simply not enough to reach new markets; **it is necessary to adapt ideas as well as cultural and linguistic concepts**.

We speak a single language: that of your customers.



Services and Solutions

Multiple services and tailored **solutions**...

Translation and Interpreting

Specialized translations

Sworn translations

Websites

Interpreting

Localization

Project management

Software, help and
documentation localization

Multimedia and video games

Document editing and layout

Linguistic Consulting

Linguistic advice

Proofreading and correction

Multilingual drafting

Outsourcing and recruitment

Training

Thematic workshops

SDL TRADOS courses

DÉJÀ VU X courses

Corporate solutions

Day-to-day communications

Pre-paid vouchers

Partnerships

Events



Services and Solutions

Get to know our most popular **Services and Solutions**...

We offer the latest **localization technology** for software, help files, printed manuals, Web portals, video game maintenance, corporate documentation, reports, annual accounts, etc.

If you're aiming at **making the jump from a local market to an international market**, allow us to localize your product to other markets through **the ideal cultural, linguistic and technical adaptation service**. Localize your product in any area of specialization, ranging from medical or financial applications to video game or entertainment platforms. We have the know-how to adapt to each customer's user profile.

We ensure maximum quality and the utmost fidelity in **legal**, sworn, financial and certified translations, as well as for apostilles and any other specialized documents.

We offer you a team of **sworn translators officially recognized by the Spanish Ministry of Foreign Affairs** who can certify translations of legal documents, including: agreements, contracts, certificates (birth, death and marriage), powers of attorney and wills.

We can draft or translate **ordinary letters, e-mails**, reports or any other kind of day-to-day corporate documents, as well as draw up **summaries and extracts in the customer's own language** of documents originally written in other languages.



Services and Solutions

Our **technical and scientific translation** team works thoroughly on projects, because their contents require extensive knowledge of the area of work in question.

We can **translate and/or draft an organization's corporate documents**. We can advise you on the creation and translation of any document on your company's day-to-day business: corporate dossiers, company reports, financial statements...

We are the leading provider in the **translation and maintenance of video games and leisure communities, social networks and social media**, a highly dynamic, constantly changing sector with its own extensive and very peculiar jargon.

We can translate **documents posted on the Internet**, such as websites, business portals, online applications... Our team specializing in the translation of ICT texts can work on any format or system (CMS or others).

Thanks to our extensive **team of interpreters**, we can ensure fluid communications with your international customers in any circumstance.

Interpreting and accompaniment services for meetings, conferences, presentations...
Accompaniment, simultaneous, bilateral, consecutive and **whispered** interpreting.



Services and Solutions

Our specialized **layout and editing** team will provide you with the final format for your projects, which accurately and faithfully reflect the original documents.

Among the services we offer, we provide customers with the possibility of commissioning us to deal with the format conversion, layout work or final presentation of any type of document. Our specialized team, which has years of experience in the **processing of any kind of document**, will provide you with an exact translated copy that has been faithfully translated from the source to the target language.

Our **consulting** service will help you cross borders to break into other markets easily.

Nóvalo is constantly adapting to an ever changing market, to customers who demand maximum quality and to deadlines imposed by the speed and dissemination of today's communications.

Outsourcing: include us in your services offering

Provide a comprehensive service to your customers by **offering translation as part of your offering**. You can offer our services after signing a framework collaboration agreement, which sets forth both works flow as well as financial conditions.

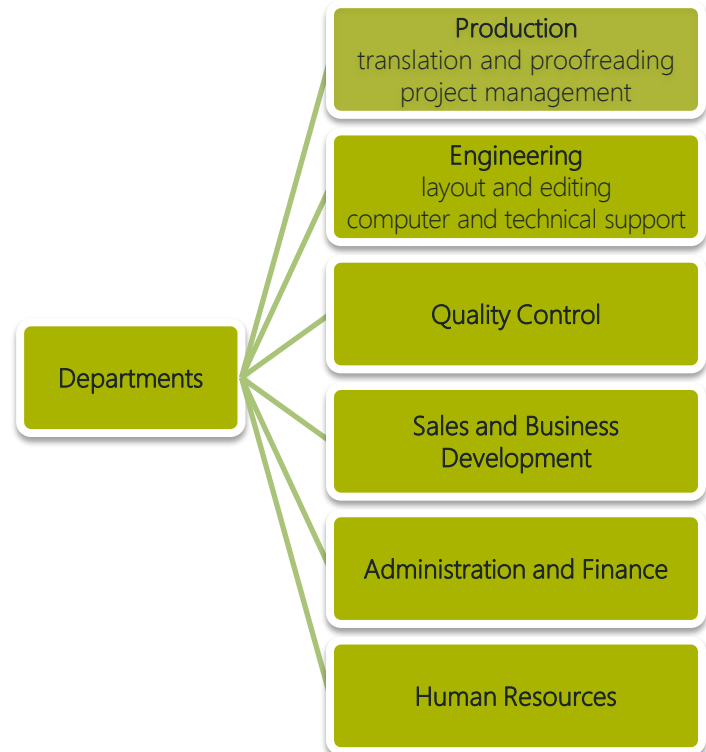
And for **any specific need you may have**, you only have to get in touch with us and leave it in our hands. Thanks to the years we've been in business, our extensive experience in a variety of industries and the thousands of projects we have carried out, you can place your trust in our specialists for your project.



Our Staff

An integrated **team** comprised of specialized professionals in a variety of areas that will help you to **go global**...

- ✓ A team comprised of **fifteen employees in the workforce** made up of project managers, translators, proofreaders, quality assurance experts, editors and DTP operators
- ✓ More than **300 expert translators** of languages from around and in all areas of specialization who work in more than **100 different language combinations**
- ✓ **Highly experienced professionals**
- ✓ **Sworn interpreters and translators** officially recognized by the **Spanish Ministry of Foreign Affairs**
- ✓ Monolingual and multilingual project managers who are **experts in handling accounts**
- ✓ Proofreaders who are experts in **applying standardized quality systems**
- ✓ Qualified personnel with **university degrees**



Work Flow



Joint kick-off
meeting with the
customer



nóvalo
eLinguistic Services



Transfer, reception and analysis of files



Drawing up of glossaries and style guide
Setting guidelines in instructions
Approval of guidelines and glossaries



Translation and proofreading



Partial delivery



Validation, checking and feedback
Reception and implementation of feedback



Linguistic finalization and final checks: delivery of files



Validation of delivery
Proofreading, suggestions and making changes

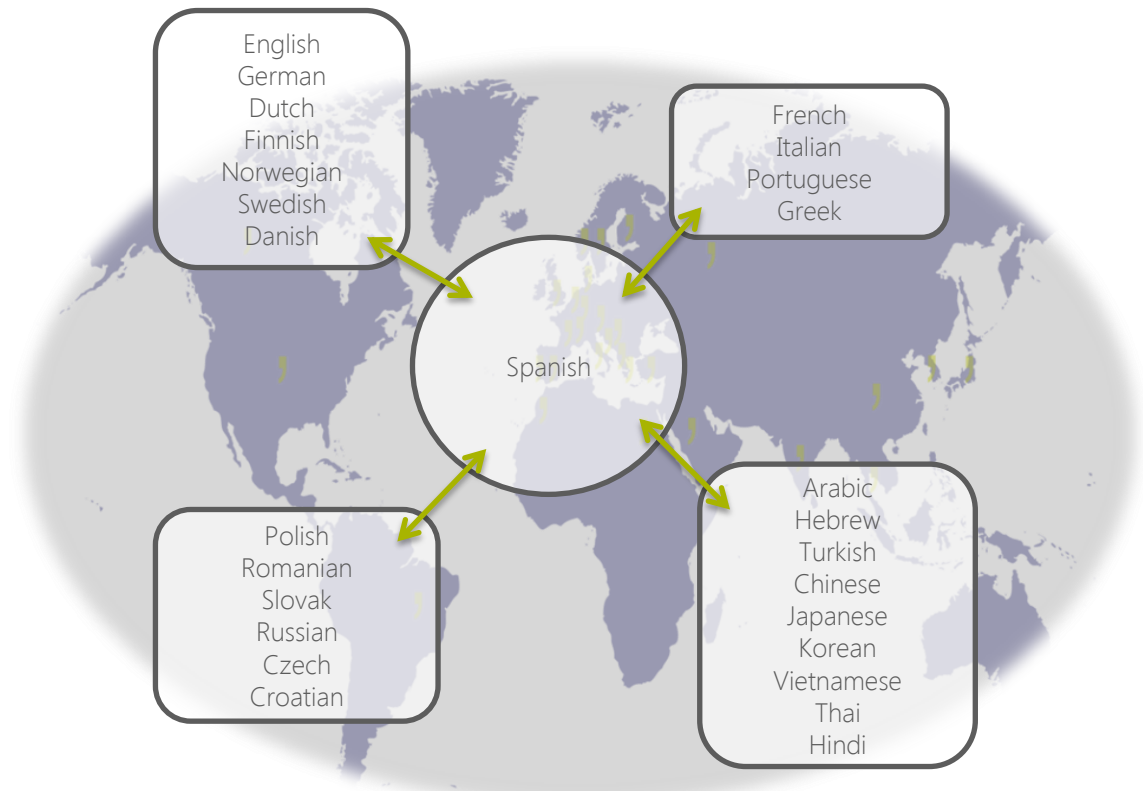


Final delivery

Languages

We speak the same language: **that of your customers**

- ✓ We work with the **world's most important languages**: European, Slavic and Asian languages.
- ✓ We have a **presence in the world's most important countries** and work with collaborators across the globe.



*Welcome
Bienvenidos
Benvenuti
Bienvenue
Wilkommen*

Quality Control

The **quality assurance** your end product needs...

At **Nóvalo**, we apply a combination of quality models (such as the model recommended by **LISA** or the European **EN-15038** translation services quality standard) with in-house procedures developed over years of experience in the localization industry, which allow us to assure the quality levels of a localized product.

With the help of these quality parameters and procedures that are **fully integrated into our work processes**, we can offer our customers guaranteed **top-quality localization work**.

Quality assurance forms part of each step of the work cycle at Nóvalo, from the project's analysis right up to its final delivery.

In order to achieve this, our extensive database of freelance collaborators is comprised of professionals who always translate into their own **native language** within a specific subject area.

We apply a **two-fold work flow incorporating both translation and proofreading with native speakers** in accordance with industry standards. Furthermore, after the translation's delivery, the customer will have sufficient time to review it and include any improvements needed to ensure the text successfully meets their expectations.

In addition, we enter into **confidentiality agreements** with all our customers to ensure any work on their products is dealt with **confidentially**.



Technology

We can count on professionals and **the most advanced technologies** available in the market...

Technical team specialized in the technology used by translation companies

Experts and qualified trainers in the use of computer tools applied to translation

CAT Tools

Own dedicated server for our customers and collaborators

Tradoo Platform

A cloud collaboration platform which allows us to work flexibly with professional experts and customers around the world.

The latest software for editing and layout tasks: Microsoft Office, Visio, Adobe PageMaker, QuarkExpress, Freehand MX, Adobe Photoshop, Adobe InDesign, FrameMaker

Machine translation post-editing

Web Observer Solution

Allows the identification of updated content in web pages automatically

Transcreation



The Secret of our Success

Always **up to date** and aware of the latest advances...

The secret of our **success** lies in a passion for literature and for any other activity connected with language and communication, in addition to enthusiasm, attention to detail and doing the job well.

We are also enthusiastic about **technology**, the **Internet** and social networks. We always make an effort to keep up to date.

We never forget about customer satisfaction and follow strict **quality assurance guidelines** in all our work processes.



Experience and Customers

We have gained the **trust** of customers from all kinds of industries...

Website localization and maintenance

Habbo.com, MySpace.com, PartyGaming.com, Ammado.com, Unicaja.es, Consorcio Qualifica, FM Consulting / Cortijo del Mar

Medical translations

Logista Pharma, Welch Allyn, Roche Diagnostics, Dade Behring, Respiromics, Cimzia, Nobel BioCare, Novonzymes, Philips, Swiss Medical Care, Cerus, Merz, Dräger Pharmaceuticals

Information technology and graphic design applications

Microsoft, Canon, Agfa, HP, Adobe, Autodesk, Kodak, Lexmark, Toshiba, Dell, Yamaha

Technical and automotive industry translations

Nissan, Audi, Porsche, Land Rover, Jaguar, Bosch, SKF, Volkswagen, CNH, Grupo Vera

Telecommunications

Alcatel, Motorola, Toshiba Mobile, Philips, Panasonic, Sony-Ericsson, Cisco Systems, Siemens

Financial applications

Oracle, SAP, Microsoft Axapta, PayPal, Ariba, Siebel, Stellent, BEA Systems, Business Objects

Public administrations and international organizations

Universidad Europea de Madrid, Andalusia Regional Authority, IAT, Agencia Idea, CEPES Andalucía, INEM (SAE), World Tourism Organization(UNWTO), European Union documents, FICE, ICEX, Marbella Local Authority

Fashion and clothing industry translations

Cortefiel, Springfield, Pedro del Hierro, Sarenza

Other industries

Grupo EULEN, Grupo NOBO, Euroresearch, FM Consulting, AUREN Consultores, Chambers of Commerce, Dandelium, Gardner Denver, Helmbriscoe, Sibre Brakes



Sulake Corporation: Habbo Hotel

An integrated communications solution for one of the world's most important video game developers

The customer: Sulake Corporation is a long-standing Finnish video game development company with a great reputation around the world. More specifically, Habbo Hotel is one of their online video games. It is one of the world's most important virtual communities and brings together a large number of followers.

The challenge: The company needed a comprehensive communications solution for the virtual community to eleven languages (English > Spanish, Portuguese, French, Italian, Dutch, Turkish, German, Danish, Finnish, Norwegian and Swedish). Their main concern was finding a dynamic work team that could adapt to the video game's demanding needs for regular postings. In addition, they required a dynamic and creative translation team that would know how to convey the community's philosophy to other markets and adapt to the language used by the community of players. The communications needing translation included advertising campaigns, marketing documents, social network communications and many other kinds of documents. The main idea was to have ongoing maintenance available, which involved the reception of translatable materials at least twice a week.

The solution: Nóvalo has kept a translation and proofreading team together for the eleven languages required by the customer since 2012. In addition, the project has an overall project manager and a dedicated linguistic coordinator to carry out exhaustive controls over the processes and seek constant improvements. As the collaboration project has progressed, Nóvalo has been identifying the customer's needs more clearly and is planning for tailored solutions like an online management solution geared at resolving doubts broached by the work team, online file management, the creation of a terminology repository and organizing work orders.

The advantages

- ✓ Single provider for all translation needs
- ✓ Comprehensive understanding of the customer's requirements
- ✓ Dedicated team of experts (translators, proofreaders and coordinators)
- ✓ Tailored solution/platform to deal with doubts, interchange files, coordinate terminology, etc.
- ✓ Overall control over costs and special discounts
- ✓ Fluid communications with Nóvalo



Qualifica Western Costa del Sol Consortium

Translation and maintenance of a multilingual tourist information platform with thousands of followers

The customer: The main mission of the "Western Costa del Sol Development and Tourism Consortium" is to take integrated actions in the Costa del Sol area geared at exerting a positive influence on its competitiveness and innovation, thereby ensuring the area's sustainable development. It aims to maintain and improve the tourist destination's competitiveness and achieve sustainable growth of tourism in the area in all its three pillars (social, economic and environmental), which are necessary to offer a system more in keeping with today's tourist profile.

The challenge: The Consortium was seeking a top-quality solution to translate/proofread its platform's existing contents, which had been generated since 2009. It was necessary to proofread all the texts in Spanish to then translate them into English, French and German. The initial contents exceeded 150,000 words and it was necessary to have them translated and proofread within a maximum of 30 days. From that moment, it became necessary to draw up a work strategy to translate the platform's regular communications with several updates a week. They also requested the creation of style guides and terminology unification to ensure the internal coherence and quality of any texts drawn up.

The solution: Nóvalo was awarded the tender and has translated and maintained the tourism platform since 2010. It was necessary to put together a translation and proofreading team for the four work languages in record time and ensure maximum quality. Style guides, glossaries and a terminology repository for each language were developed. The first stage of the project was successfully carried out, which involved the work of four experts per language and an overall account coordinator. To date, we have developed several tailored work procedures by collaborating shoulder to shoulder with the Consortium. This has ensured both parties contributed all their knowledge and technical means to achieve top-quality translations within very tight deadlines.

The advantages

- ✓ Single provider for all translation needs
- ✓ Close collaboration with the customer to develop tailored solutions
- ✓ Dedicated team of experts (translators, proofreaders and coordinators)
- ✓ Organization of useful terminology and creation of tailored style guides
- ✓ Overall control over costs and special discounts
- ✓ Fluid communications with Nóvalo

Grupo Cortefiel: Springfield

The translation of advertising campaigns and window dressing manuals

The customer: Grupo Cortefiel is one of the largest European fashion distribution companies in the specialized chain sector. It is made up of four in-house fashion chains: Cortefiel, Springfield, Women'Secret and Pedro del Hierro, and an outlet chain, Fifty Factory. It has numerous in-house points of sale and franchises spread out over 63 countries around the world.

The challenge: The group asked us to collaborate with them for certain communication needs. They particularly needed a solution for their Springfield window dressing department due to its special characteristics. They were looking for a translation team from Spanish into English, French and German for all their regular campaigns. Their main concern was to be able to rely on a suitable team of experts who knew about and were up to date in the area of fashion and its terminology. Within the world of fashion, terminology is growing and constantly developing to respond to very specific needs. It is important to know these to be in a position to produce accurate translations. Furthermore, window dressing manuals are essential to ensure the sales effect produced by shop windows coincides with the effect envisaged by their creative staff.

The solution: Nóvalo has been working closely with the Grupo Cortefiel/Springfield since 2008. We have managed to achieve a high degree of customer satisfaction by carefully selecting the experts involved in the translation and proofreading work and providing them with ongoing training. We have also collaborated closely with the customer to develop terminology databases and specific glossaries, which ensure that the terms are appropriately used at all times, in addition to ensuring the communications' coherence. Each specialist who works on the project receives all the necessary information about Grupo Cortefiel and their communication needs, along with all the information on the industry's jargon and common usage. Outstanding coordination work has been necessary to achieve success after so many years of work with extremely tight deadlines.

The advantages

- ✓ Single provider for all translation needs
- ✓ Close collaboration with the customer to develop tailored terminology solutions
- ✓ Team of experts specialized in the area of work
- ✓ Management and maintenance of glossaries and terminology databases
- ✓ Overall control over costs and special discounts
- ✓ Fluid communications with Nóvalo

SPRINGFIELD

Man & Woman

Support and Collaboration

nóvalo
eLinguistic Services



Universidad
Europea de Madrid
LAUREATE INTERNATIONAL UNIVERSITIES



Documents can be sent in the following ways:

e-mail: NLS@novalo.es

Fax: + 34 952 97 31 31

Online access account

We place a user account at your disposal which allows you to gain personalized access to our corporate network.

Urgent courier services

For stamped translations which need to be compared to the source document.

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