opentext™

SERVICE OVERVIEW

Translation and Localization Services

Communicate with customers, employees and vendors in more than one language

200+
A global resource pool of more than 200 people in more than 20 countries

1 size fits 1
Resources are available as exclusive, dedicated or on-demand

50+
More than 50 years of combined team experience to ensure any project is a success

75+ languages
Access to resources to fill your needs no matter what language

Additional services:
• Transcription
• Accessibility tagging
• Technical writing

OpenText meets organizations' translation and localization needs efficiently and with the utmost quality, regardless of the type, size, language or volume of translation needed.

Consistency

OpenText ensures consistency, from pre-production through to project completion. Once a customer provides content, OpenText confirms the scope of work and assigns the most qualified team members to the project. Resource professionals have, on average, more than 15 years of language experience.

On-time delivery

OpenText confirms all delivery parameters and manages the project to meet required turnaround times. The Translation and Localization Services team keeps an open and transparent dialogue with customers to resolve issues surrounding unforeseen delays caused by non-controllable events.

Convenient service

OpenText responds promptly to any questions that customers may have and provides visibility into the project. For example, for large-scale translation projects, the team prepares a plan listing the priorities of each document, including when each is received and when the translation is scheduled to be delivered so customers can easily track progress.

Turnkey solution

For requirements beyond standard text translation, OpenText will find a solution that corresponds to customer needs and stays within budget. For example, if a marketing team needs an Adobe® InDesign® brochure in different languages, the Translation and Localization Services team can work directly from the InDesign files to provide the final files localized into the required target languages and ready for print.

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Translation services are available for:

- Newsletters
- Press releases
- Brand packaging
- Marketing collateral (including website content)
- Annual reports
- Technical and administrative manuals
- Business proposals and correspondence
- Human Resources documentation and policies
- Legal documents
- Contracts, agreements, letters of intent

Localization services include:

- Technology
- Software
- Hardware
- Documentation
- Online help
- Web
- Web applications
- Website content
- eLearning

💬 Translation and Localization Services

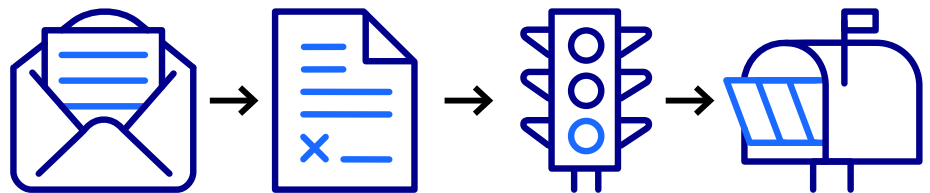### Contact

Email:
translationservices@opentext.com

North America toll free:
+1 (877) 678-3461

Outside of North America:
+1 (514) 448-0948

"Having worked with OpenText for several years, we appreciate that the translation team is always willing to collaborate with us to deliver high-quality translations while respecting tight deadlines. We regularly work on high-profile projects, and we know we can have full confidence in OpenText's ability to deliver as expected." Manager, Engagement and Digital Communications Natural Resources Canada

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OpenText translation process

| Client provides the content that will require translation | OpenText provides a quote confirming costs and turnaround | Upon acceptance, OpenText puts the request into production | The translated content is delivered to the client |

OpenText is a global company that delivers a personal experience. Each customer is managed by one project manager and translation resources are dedicated to companies as needed. OpenText and the customer agree on expectations prior to starting a project and communicate throughout the process to eliminate surprises and to adjust as needed to ensure client satisfaction.

OpenText offers translation services in more than 75 languages, including:

- Arabic
- Chinese
- Dutch
- English
- French
- German
- Italian
- Japanese
- Portuguese
- Spanish

Contact OpenText for information on additional languages.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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