



الشركة السعودية للخدمات اللغوية  
Saudi Language Services

## Offer for Collaboration Arabic Language Services

All Arabic Language Services in One Place!

- ✓ Translation and Interpretation
- ✓ Editing and Proofreading
- ✓ Graphic Design and DTP
- ✓ Audio/Video Transcription
- ✓ Video Subtitle
- ✓ Public Relations & Market Research
- ✓ ... and other Language Services



## Introduction

Dear Human Resource/Vendor Manager,

Greetings from **Saudi Language Service!**

We have seen your company profile and would like to explore possible collaboration opportunities in Arabic language services.

From your company profile, we have seen that you have good business in some Arab countries and this means in return that you may need Arabic language services that include Translation, Interpretation, Localization, Proofreading and Editing, Graphic Design as well as many other language services. That's why we take the opportunity and offer you our professional and fully integrated Arabic language services.

We assure you that, if selected, you will find our work highly professional and always on time. It will be a real added value to your company that help you globalize and achieve greater success in all Arab markets and countries.

We have prepared a fully detailed **Service Offer** that shows how we can serve you and how your company can benefit from the professional language services we provide.

### Our Service Offer includes:

Information about Our Company

Our Language Services

Type of Content We Manage

Our Cooperation Offer

Languages and Rates

Typesetting and DTP Rates

Our Quality Assurance Procedures

Our Team and Selection Process

Our Work Flow

Our Competitive Advantages

Our Payment Terms and Methods

### Saudi Language Services

7599 10 c, Al Badi Dammam 32415-3582

Eastern Province, Saudi Arabia.

[www.saudilanguageservices.com](http://www.saudilanguageservices.com)

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## About Saudi Language Services

**Saudi Language Services** is a leading professional language service provider in the Middle East. Its headquarters is located in Al Khobar, Kingdom of Saudi Arabia, with branch offices and representatives in a number of Arab countries. **Saudi Language Services** is committed to providing its clients and end-users first class language services for the fairest prices available in local and global markets.

**Saudi Language Services** is mainly specialized, and have unmatched experience, in Arabic language that is key to today's world cultural, economic, medical, political and technical interests. We have developed teams of highly professional and qualified native Arabic linguists. Our teams cover all Arabic language dialects and variations, and cover almost all Arab countries. For every project, be it large or small, sophisticated or simple, our team is committed to work synchronized to make the project mutually successful, both for the client and us.

**Saudi Language Services** has long been providing professional translation, localization and DTP services to well known clients and organizations worldwide. We translate and localize a huge range of very diverse materials in various fields and domains, everything from business cards to books, conversations to contracts, software to signage.

We offer our clients flexible rates depending on project volume, complexity of content and turnaround time. Our prices always include all the emerging tasks related to translation, editing and proofreading, and in case of repetitions we can grant up to 90% off.

With our in-house and freelance teams, **Saudi Language Services** can meet any deadline without compromising quality. Our team is available 24/7/365 to ensure every detail of your project is handled professionally and with an attention to detail that is unmatched. We have an impressive history of completing successful projects of all sizes for agencies and consultancies, governments and associations, non-profits and corporations, within virtually every business sector.

We encourage you to consider our collaboration offer and make **Saudi Language Services** your voice in Arabic language and target more customers in all Arab countries and grow your business.

For detailed information about us, feel free to visit  
our website: [www.saudilanguageservices.com](http://www.saudilanguageservices.com).

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## Our Services

**Saudi Language Services** is one of the leading Arabic language service providers in the Middle East. We offer a wide range of professional and reliable language services including:

**Document Translation**

**Certified Translation**

**Software and Apps Translation & Localization**

**Website Translation & Localization**

**Editing and Proofreading**

**Transcreation and Copy Writing**

**Typesetting and Desktop Publishing (DTP)**

**Arabic Voice-Over & Video Subtitle**

**Audio and Video Transcription**

**Market Research Linguistic Services**

**Brand Name Analysis and Checking**

**Graphic Design**

**Arabic Interpreting Services**

**...and other language services**

## Type of Content We Manage

As your dedicated Language Service Provider, we provide fully integrated Arabic language services. We have developed bespoke translation technology to drive innovation and provide you with efficient solutions for all your business requirements. We utilize a large network of both in-house and freelance native linguists who enable us to cover all your translation requirements and manage projects from different fields and sectors.

Below is a list of all types of content and documents we manage:

- |                      |                  |                                      |                                       |
|----------------------|------------------|--------------------------------------|---------------------------------------|
| - Advertising copy   | - Correspondence | - Pamphlets                          | - Registration Certificate            |
| - Agreements         | - Catalogs       | - Patent documents                   | - Reports, Minutes, agendas           |
| - All company Papers | - Certificates   | - Police reports, FIR                | - Research papers                     |
| - All types of books | - Contracts      | - Presentations                      | - Sales and publicity literature      |
| - Annual Reports     | - Documentation  | - Product catalogues                 | - Service instructions                |
| - Booklets           | - Drawings       | - Product manuals                    | - Software manuals                    |
| - Brochures          | - Flyers         | - Proposals                          | - Product Specifications              |
|                      | - Manuals        | - Recorded speeches from conferences | - Tender contracts/invitations/offers |
|                      |                  | - Registration Certificate           | - Websites                            |

..... and more

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## Cooperation Offer

As soon as we are given opportunity to start cooperation, we will assign one of our professional project Managers to be responsible for your account. This project manager will be the main and sole contact point between us. In case of having high volume projects or more than one project at a time, we will assign an assistant to this project manager so that they can cover all your needs any time.

The selected project manager and assistant project manager will be:

- Professional bilingual Arabic and English Linguists with great translation skills;
- Having more than 5 years' experience as project managers for similar accounts and clients;
- Responsive, punctual and enjoy great managing skills and problem solving abilities; and
- Available and ready to help any time during any project we do.

We will carry out all your translation requests as per below outlined 4 stage work flow plan:

### 1

#### Translation:

- Our project manager and assistant project manager responsible for your account will get the project(s) from you, check carefully and get back to you with any clarifications or queries.
- Then, they will allocate all necessary resources: the most qualified translators and proofreaders in our team who are specialized and have long experience handling materials similar to the contents of your project(s); updated Glossaries and Translation Memories that helps them keep consistent to your Style Guide and approved terminology.
- The translators working in your project(s) will be working in-house closely in order to keep everything consistent throughout the whole project.
- We will be using SDL Trados (or any other CAT tool you see suitable for your projects). This will depend on project files' formats and if they can be processed using this CAT tool.



## 2

### **Editing & Proofreading:**

- We will assign the proofreading of each project to one of our professional native in-house translators who enjoys very long experience in the requested field.
- He will be responsible to review translated text against source text and correct grammar, spelling, punctuation, word usage mistakes, idiomatic expressions as well as missing text and inconsistencies.
- We will make sure to use self-same translators and proofreaders teams to do your projects. This ensures consistent quality within same project and from project to another.

## 3

### **Typesetting and Formatting:**

- Because Arabic language is a right to left language that uses non-Latin character system, most of translation jobs will need final typesetting and formatting to make the translated layout exactly the same as source layout.
- Accordingly, we will assign each project to one of our professional in-house typesetters. He will take the finally approved translation and typeset it. He will be responsible to give us the translated project in its final file formats ready for delivery to you.

## 4

### **QA of final files before delivery:**

As soon as a project is translated, proofread and edited, and typeset, it goes to one of our QA checkers who will be responsible to carefully review the final product in its final format and make sure that:

- There are no spelling, grammar and typo mistakes and nothing missing at all.
- The final layout is identical to source layout.
- The final layout does not contain any font, tag or display issues.
- Once all checked, reported and applied, QA Checker will get a revised version and checks it again and approves for final delivery.
- This work flow process applies to all projects we will do for you and to any languages you may assign to us as per the awarded contract.



## Languages and Rates

**Saudi Language Services** mainly provides Arabic language services for Saudi Arabia and other Gulf Cooperation Council Countries (i.e. United Arab Emirates, Bahrain, Qatar, Oman and Kuwait). However, we have built a network of very professional native linguists and language providers from almost all other Arab countries.

With our in-house language specialists as well as our network of freelance native language professionals, we are able to provide professional language services in a wide range of sectors and specializations from a number of languages into Arabic and vice versa.

Below is a list with the main languages we can do and the offered rates:

Source	Target	General Content TEP Services	Specialized Content TEP Services	Notes
English	Arabic	0.06USD/Word	0.08 USD/Word	Discounts for high volume
French	Arabic	0.06 USD/Word	0.08 USD/Word	Discounts for high volume
German	Arabic	0.07 USD/Word	0.09 USD/Word	Discounts for high volume
Spanish	Arabic	0.07 USD/Word	0.09 USD/Word	Discounts for high volume
Italian	Arabic	0.07 USD/Word	0.09 USD/Word	Discounts for high volume
Dutch	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Chinese	Arabic	0.07 USD/Word	0.09 USD/Word	Discounts for high volume
Japanese	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Korean	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Turkish	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Hindi	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Bengali	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Farsi	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume
Urdu	Arabic	0.08 USD/Word	0.10 USD/Word	Discounts for high volume

- We provide many other language combinations. Feel free to contact us for more details
- In case of using CAT tools, Repetition and Fuzzy Match discounts are granted
- Rates above are negotiable for high volume and multilingual projects
- Rates above are for translation, editing, proofreading and QA

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## Typesetting and DTP Rates

**Saudi Language Services** offers its clients a full range of Desktop Publishing services, including page layout and design and typesetting.

Desktop Publishing services we offer involve taking your existing source electronic files, in DTP programs such as Adobe InDesign, Illustrator, QuarkXpress, etc. and replacing the source text with the foreign language text in such a manner that exact layout is maintained.

One of our special skills is having an excellent command of all Translation and Localization CAT tools available nowadays (i.e. Trados, SDL Studio, MemoQ, WordFast, Dejavu) and using them to facilitate and speed DTP process and turnaround.

DTP Service	Rate	Mini	Rush Fees	Daily Output
DTP of translated files that are processed using CAT tools such as SDL Studio, MemoQ...etc	2 - 3 USD/ Page	15 USD	25%	75 Pages
DTP of translated files that will need to be manually copied and pasted into design application:	4 - 6 USD/ Page	20 USD	25%	50 Pages
Simple Typesetting in WORD, EXCEL, POWERPOINT...etc:	1 - 2 USD/ Page	15 USD	25%	200 Pages
Post Layout Checking and QA:	1 USD/Page	15 USD	25%	200 Pages

### **Additional Fees:**

We are always able to apply any amends/changes related to DTP free of charge as long as we are the sole team doing the DTP of the project involved. But in case the amends are translation changes or mistakes or preferential changes or layout update by client, we will ask for additional charge that will be decided when requested.

### **Volume Discounts:**

We will be happy to offer some discounts on high volume or multilingual DTP projects. We can discuss them together on per project basis.

### **Deadline and Delivery:**

Before accepting any task, we will carefully check project work scope, allocate necessary resources and time needed to complete the project. As soon as we are sure of these things, we give client our final confirmation and abide by final deadline.

### **DTP Data Storage:**

Unless we are asked by clients to destroy DTP files after project sign off, we keep them for 6 months in our work machines and after 6 months we keep a separate copy in an external drive. Storage period may last for 2 years.

**Rates for other language services  
will be provided upon request.**

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## Our Quality Assurance Procedures

**Saudi Language Services** ensures Quality Translation and Localization services by having “**The Right Team of Specialized Translation Professionals**” and applying “**The Right Quality Management Process**”.

All **Saudi Language Services**’ translators are native professionals who hold advanced translation degrees and have professional work experience in their subject areas.

To provide reliable and accurate translation quality, **Saudi Language Services** has developed a robust, multi-level system of translation quality assurance and quality management for translation projects.

### We use a four-part system of quality checks and balances:

1

Selection of the translation team members with the right qualifications for the project;

2

Workflow that ensures a system of cross-checks, where every translation is examined by at least 3 linguists;

3

Utilizing state of the art translation technology for translation recycling, content management, document management, and reporting;

4

Translation Project Management system that assures that all of client requirements are adhered to and ensures fast response to last-minute requests or unforeseen document changes.

**Saudi Language Services**’ Quality Management System is ISO 9001:2008 certified. However, it is simply not enough. We continue to innovate, to strive for excellence, evolving every day to take advantage of all that the emerging technologies have to offer, streamlining our processes, and meeting our clients’ needs in the most effective manner possible.



## Our Team

**Saudi Language Services** makes Quality its top priority. Accordingly, **Saudi Language Services** has developed a team of several highly qualified professional translators and a small group of project managers and customer-facing staff.

At **Saudi Language Services**, we do believe that quality assurance starts with the selection of the right language expert. Our translators are university-educated language professionals, with many years of hands on experience, who are selected through careful screening and testing. They are tested to ensure that they have the required subject matter expertise and linguistic knowledge in their stated specialization.

Our translators are native speakers of the target language and subject matter experts in their chosen fields of specialization. Besides, many of our translators are certified and accredited by various regional and national translator organizations. That means they have passed standardized exams, testing their linguistic competence.

Finally, most of our translators are located in the target markets for which the translation is destined, a key advantage since these experts are constantly immersed in the target language and fully up-to-date on terminology developments in the destination region.

## Our Team Selection Process

**Saudi Language Services** carefully selects and monitors each team member. During the pre-employment resource testing phase of the selection process, we provide all potential specialized linguists with a complex test in one or two of their main areas of specializations.

Each test is scored by an expert linguist on a pass/fail basis. Those who pass the test and are hired are classified within our internal resource management system by their area of specialization. This allows for easy identification for a particular project. It also allows us to monitor their performance on every project and subject area.

In other words, the available resources with the highest scores on relevant projects will be selected for your project.

**Saudi Language Services'** resources are carefully screened and closely monitored on all projects. This takes place from the onset and continues for the duration of their time as active members of our translation staff. This screening not only pertains to knowledge of a particular language but also mastery of all the technology tools essential for most projects.

Besides, we apply random QA checks on ten percent of our projects to assess the quality delivered by each team member, and use share feedback among team members through the work phases.

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## Our Typical Work Flow

At **Saudi Language Services** we carry out all language requests as per below outlined work flow:

### Request Received

- Client request received and auctioned by dedicated quoting team.
- Information obtained, files prepared and analyzed.
- Quotation submitted to client.

### Allocating Resources

- Project manager selects suitable, experienced and certified linguists from our in-house and freelance teams to match language type and sector specialism.
- All work phases are carried out carefully and under our applied quality control measures.
- Final schedule shared with the client.

### Project Production

- Project is assigned to the designated team.
- All work phases are carried out carefully and under our applied quality control measures.

### Quality Assurance

- Final formatted files provided to the lead linguists to verify the content has been correctly transferred back into the native format.
- Required fixes are identified in the document and returned to production.
- Once approved by the lead linguist, final formatted files are provided to the client for a final review.

### Client Assessment

- Project delivered to the client for review to ensure translated content conforms with the client terminology and writing style.
- Client feedback shared with the linguistic team for rebuttal and updating of translation files.

### Project Sign Off

- Upon client approval a final package is created and delivered.
- All linguistic assets, including Translation Memory, are then updated and saved for any future updates.

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## Our Competitive Advantages

Once cooperation starts, **Saudi Language Services** makes sure our clients benefit from a host of competitive advantages that include:

### Exclusive Focus on Arabic Language Services

We are offering our services mainly in Arabic language and all Arabic language dialects and variations, thanks to our in-house team and in-country network of native Arabic professionals. Our Local in-country experts make sure your content retains the correct language, references and contextual cues for local audiences and markets in any Arab country.

### Full Language Services in One Place

Clients who contact **Saudi Language Services** know they can rely on a wide spectrum of services ranging from translation, editing, proof reading and localisation to transcription, voice over and subtitle.

### Subject Matter Specialists

We have a top team of professionals, with experts in every area of specialization. All team members at **Saudi Language Services** hold advanced degrees, and have professional work experience in their subject areas.

### Industry-Leading Quality Management System

**Saudi language Services** applies quality control process that ensures that the final product has outstanding quality and reads as if originally written in the target language.

### Customer-Focused Project Management

**Saudi language Services** understands the quality of the product should go hand in hand with the service from our account and project management teams. We believe good communication is paramount to success. We always assign a primary project manager to every client, assuring a single point of contact and will be available to the client 24/7, keeping timelines and schedules on track and providing customized status. Each Project Manager has a backup who is able to step in when the primary project manager is out sick or on vacation.

### Time and Cost Savings

Our main goal is to provide high-quality translation services and solutions that are stress-free, budget-saving and cost-effective. We use state-of-the-art translation management, technology and workflow systems to improve productivity and streamline processes so we deliver your projects faster and more efficiently.

### Global capacity and on Time Delivery

We have the capacity and flexibility to accommodate large volumes and short deadlines. Our resources include both in-house and freelance professionals who are always ready to help with high volume and tight deadline projects and deliver outstanding quality on time.

### Confidentiality and Security

We operate robust confidentiality and information assurance procedures covering all aspects of security. Our encrypted client portal allows you to submit, review and track your jobs with total confidence. We also offer on-site translations for documents that cannot be shared.

### Technology and CAT tools

We believe in using the brilliance of people and technology to provide precise and reliable language services. In order to increase the efficiency, save time and raise client's satisfaction we use CAT tools, specialized translation memories, specialized Glossaries and client specific Style Guides. We create and maintain TMs and Term bases for our loyal client thus reducing their localization costs.

### Strong, Long-term Client Partnerships

One of the main advantages of **Saudi Language Services** is having Strong, long-term client partnerships. We provide continuous support for our clients. We always keep in contact with clients to see if they have any issues, queries or feedback about previously completed projects. We also keep them posted of any new developments at our side.



## Our Payment Terms and Methods

**Saudi Language Services** is flexible in so far as rates, payment terms and methods are concerned.

### Payment Terms

All product and services sales to registered clients are invoiced on product delivery with payment terms of 15 to 45 days from date of invoice.

For translation services, product delivery is defined as translated project files delivered to client.

For projects recognized of significant value payment terms are 40% on project start approval, or PO issue and 30% on completion of project, 30% on final customer signoff.

These payment terms can be flexible and negotiable on per project basis.

### Payment Methods

**Saudi Language Services** accepts payment by:

- Cheque
- Electronic Bank Transfer
- PayPal
- Moneybookers
- Payoneer
- Visa and Credit Cards
- and many other payment methods

For more information about other payment terms and methods, you can contact your account manager at **Saudi Language Services**.

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At Saudi Language Services, we look for establishing long term mutual cooperation with our clients. We hope to hear from you by return and assure you of outstanding, world-class Arabic language services.

We look forward to hearing from you to discuss possible collaboration opportunities.



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