Introducing Syntaxis

Founded in 1997, Syntaxis has rapidly emerged as a major provider of translation services to a variety of industries. Our language expertise includes Spanish, French, Italian, German, Portuguese, Russian, Chinese, Korean, Japanese, Swedish, and Hebrew.

We're two steps ahead of our competitors because of the quality of our associates and unique approach to the translation process. All of our translators are native speakers who have completed thousands of projects, with an average annual output of more than one million translated words.

We invite you to learn more about Syntaxis in this capabilities statement. This document will introduce you to our firm and begin to explain why each year more companies call on Syntaxis for their translation needs. The capabilities statement presents our:

- Mission Statement
- Vision Statement
- Services
- Industry Expertise
- Approach to Translations and Quality Assurance
- Profile of Our Associates
- Client Support
- Partial List of Clients
- Client Benefits
- Bios

Our services are a major factor in your success.
We know the meaning of success in other languages.

Spanish French German Russian Japanese Hebrew

Italian

Portuguese

Chinese

Swedish

Korean

Mission Statement

Syntaxis is a major provider of translation services to a variety of industries. Our professionals translate from all major source languages to all major target languages. With corporate offices in the Washington, D.C. metropolitan area, we serve clients on a nationwide basis. We are committed to assisting our clients during the design and development of projects that require multilingual solutions. By performing superior cross-cultural consulting services, we ensure our clients' success.

Vision Statement

Syntaxis' vision is to become a leading U.S. translation firm, delivering superior high-quality, multilingual solutions and cross-cultural consulting services. Our translations assist clients to leverage their marketing efforts, increase market share, and satisfy the legal requirements of other countries. We strive to eliminate language barriers and thereby contribute to the success of our clients' overseas operations.

Services

Syntaxis performs a wide array of services, including:

- Translations
- Interpretations
- Editing
- Proofreading
- Glossary development
- Website localization
- Voice-overs
- Dubbing
- Development of cross-cultural marketing/advertising strategies

The limits of my language mean the limits of my world.
Ludwig Wittgenstein

Spanish French German Russian Japanese Hebrew

Italian

Portuguese

Chinese

Swedish

Korean

We work on all types of projects and publications, including:

- Technical manuals and user guides
- Brochures
- Surveys
- Reports
- Legal documents
- Software strings
- Marketing literature
- Websites
- Radio and television scripts
- Art exhibition catalogs

Industry Expertise

Our translators have experience working in a number of industries. Examples of their areas of expertise are listed below:

- Health care
- Legal
- Financial institutions
- High technology
- Government
- Wireless
- Nonprofit associations
- Government
- Public relations
- Marketing/advertising agencies
- Sports

Spanish French German Russian Japanese Hebrew

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Our Approach to Translations and Quality Assurance

We combine our technical expertise with a unique quality assurance process to form a nine-step methodology. This methodology ensures our client's success in the domestic and the international marketplace. The steps are:

1. Project Management

For this first step, we assign a project manager to perform an initial evaluation of the project and review the materials to be translated. Typically, the project manager will issue a time and fee estimate in one to two business days. We then issue a statement of work that specifies the terms and conditions. The client signs this statement to authorize the translation of the materials.

2. Team Selection

Our next step is to assemble a team of native-speaking translation professionals who are accredited by the American Translators Association. We select linguists by matching their backgrounds and experience to the client's specific industry.

3. Terminology Management

One of the most important steps in the translation and localization process is the development of a client-specific glossary. Using computer-assisted translation (CAT) tools, such as Trados™, the terminology manager creates a comprehensive database of industry and product-specific terms. This database ensures that the materials will be translated accurately and consistently. CAT tools facilitate standardization and the definition of terminology in numerous languages.

4. Translation

During this step, the initial translation is completed.

5. Editing

After the initial translation is completed, an editor reviews the material for translation accuracy, grammatical and linguistic integrity, technical specificity, errors or omissions, and culturally and politically sensitive issues.

6. In-house Quality Control Proofing

While the previous two steps involve comparing the target text to the source text, for this step the proofreader only reads the translated document. The proofreader ensures that the translation stands on its own merit without the aid of the source text.

7. Client Review

To ensure the client's complete satisfaction, we have the client review the translated material prior to publication or dissemination. This review allows for feedback and suggestions that can fine-tune and improve the translated text.

8. Desktop Publishing

After all the quality assurance steps have been completed, we deliver the text to the client in the format selected by the client. We offer an array of format possibilities, including electronic files, high-resolution color output, and camera-ready film. For electronic files, we use applications such as QuarkXPress®, PageMaker®, or FrameMaker® for a Windows or Mac platform. Syntaxis performs professional multilingual desktop publishing and typesetting services that save both time and money.

9. Galley Proofing

Galley proofing is the final step in the translation process. During the galley or final proofing, we check for stray words and correct hyphenation. We also verify that words stressed in the original document have the same stress in the translated piece. We double-check graphics, photos, and color schemes to confirm they are appropriate for the target audience.

"The right phrase in the right place..."

Spanish French German Russian Japanese Hebrew

Italian

Portuguese

Chinese

Swedish

Korean

Profile of Our Associates

Our associates include an international network of contract professional linguists, project managers, software localization specialists, and desktop publishers. Our professionals must meet the following standards:

- ATA accreditation for all Western European languages
- Demonstrated knowledge of technical subject matter
- At least five years of professional experience
- Superior software skills, including a thorough knowledge of Microsoft Office®; Adobe Acrobat®; HTML editors; Microsoft Explorer; Netscape Navigator; and desktop publishing software such as QuarkXPress®, PageMaker®, or FrameMaker®
- Proficiency in translation memory tools such as Trados® or Deja Vu®
- Commitment to quality
- Commitment to delivering jobs on or ahead of schedule

Client Support

An open-line of communication is vital to Syntaxis' client support. Throughout the translation process, we solicit the client's feedback. This approach is critical for completing a successful project and achieving the highest level of client satisfaction. We understand the importance of deadlines. Syntaxis guarantees timely delivery of foreign language documents that not only convey words but also communicate accurately the client's tone, message, and intent.

Partial List of Clients

We're proud to have performed work for all types of companies doing business in many different industries. Below is a partial list of our clients:

- Chiron Corporation
- Heritage Preservation
- IberoAmerican Chamber of Commerce
- ISI
- KGA
- Moller Communications
- NAMI
- Neopoint
- Palladian Partners
- Solectek Corporation
- Sony
- The Knowledge Exchange Network
- Washington Gas
- Westat
- Xerox Corporation

Here's what some of our clients say about our translation services:

"In business, finding a jewel of a company to work with is always a pleasure and relief. Syntaxis gets the job done and makes my work easier."

"I have worked with Syntaxis over the past three years and they have translated over 50 publications for me. Regardless of the level of technical information, diversity of products, or how tight the deadline, Syntaxis has always come through for me…and with flying colors."

"Their work is top-notch. They'll give you an excellent rate, perfect translation, and make you look good!"

"We work with a number of Spanish translators, but Ana Harvey at Syntaxis heads our list."

"Whenever we have a particularly challenging translation assignment, our first thought is, 'Call Ana. She's quick, thorough, and accurate.'"

Client Benefits of Working with Syntaxis

Our professionals deliver tangible benefits to clients. Below is a list of some of these benefits:

- Translators are native speakers who understand the target language and culture.
- Our translated texts are culturally correct, technically accurate, and linguistically sound. They convey a sense of familiarity to the intended audience.
- Our work product can withstand rigorous scrutiny now and in the future.
- We offer creative, custom-designed services that respond to the client's needs.
- Our standards of performance exceed those of our competitors.
- We strive to achieve long-term, lasting relationships with our clients that go beyond a short-term project orientation.
- We offer the best possible services at a fair and reasonable cost.
- We respond to the client's needs with a great degree of flexibility.

The art of communication is the language of leadership.
James Humes

Bio of Ana R. Harvey

Ana R. Harvey is a native of México, the founder of Syntaxis, LLC, and an accomplished English/Spanish translator accredited by the American Translators Association. Ms. Harvey has worked as a translator and editor for 15 years on the following types of projects:

- For a major health care provider, she has been the lead translator of all corporate and consumer materials, with an average of 200 documents per year. She also serves as a consultant and liaison to the Hispanic population of Southern California.
- For a large wireless communications firm, Ms. Harvey has translated SYSADMIN level manuals that required a high technical level of router/network understanding.
- For a major nonprofit organization dedicated to mental health, she has translated, edited, and revised training programs and consumer educational materials. Ms. Harvey has also served as a consultant and advisor to adapt educational material to the Hispanic population in the United States.
- For a U.S. government agency, Ms. Harvey has translated surveys, and educational and training materials for a Drug Free Workplace Campaign.
- For a major utilities company in the Washington, D.C. area, Ms. Harvey has translated a monthly brochure stressing the issues relevant to the Latino culture.
- For several major telephone companies, Ms. Harvey has translated all the relevant documentation to approve and launch products in NAFTA countries.

Besides her work as a professional technical translator, Ms. Harvey has:

- Worked as an interpreter for the Executive Office for Immigration Review, Houston.
- Translated and implemented outreach programs for major museums, organizations, art galleries, and universities in Texas.
- Led numerous Hispanic focus groups.
- Been a lecturer at professional development seminars.

Education

B.A. in Psychology, University of Houston
Universidad Femenina de México

Professional Associations

American Translators Association (ATA)
National Capital Area Chapter of the American Translators Association (NCATA)
The Translator's Guild
Spansig, New York Circle of Translators
Northern California Translators Association (NCTA)
Washington IberoAmerican Chamber of Commerce
Vienna Regional Chamber of Commerce