



Translation, Localization, and Interpretation Language Solutions

Taking accuracy and service beyond words.



Accurate global communications:

It's **essential** for building relationships with your customers and suppliers

It's **critical** for working with multicultural workforces

***It's at the heart of Communicaid's
world-class language solutions***

Global Markets

Emerging markets, free trade, offshore outsourcing, as well as mergers and acquisitions are helping to make businesses more global. The Internet and other technologies have removed time and geographic barriers opening new opportunities for you to develop, market, and deliver your products and services to multiple countries and cultures.

This increase in global commerce is driving the need for global communications. How do you accurately communicate your message to diverse cultures all around the world?

Challenges within Global Communications

It's not enough to simply translate your message from one language to another—there's much more to consider. From country to country and even within countries, there are different dialects and cultural nuances. The education and experience of each unique audience adds to the complexity of conveying your message accurately.

Take your global communications

to the next level:

Beyond words



I am pleased with every aspect of your service. The translations were accurate and delivered well within the scheduled time frame, the desktop publishing was excellent, and our project manager kept us well informed and was meticulous in his descriptions of services, procedures, and schedules. Your reliable, high-level professionalism made it a pleasure to do business with Communicaid.

Bonnie Mitchell
Marketing Coordinator
Grocers Insurance

Communicaid

Accurate, Timely, and Trusted

Language Services with a Personal Approach

Communicaid delivers translation, localization, and interpretation services to a wide spectrum of industries and disciplines.

Every business day, Communicaid earns trust by exceeding its clients' translation and interpreting deadlines with irreproachable accuracy and unparalleled personalized service.

Our focus on understanding your business enables us to deliver the best language team and skills you need, project after project, translation after translation.

Our deep roots in the Silicon Valley have fostered our passion for innovation, technology, and multiculturalism throughout our client services.

We have a long-term client approach to delivering our language solutions which pays real dividends to you as our business relationship develops over time.

Communicaid's vast network of linguistic experts has built an established reputation for delivering highly technical, scientific, and complex translation projects to its clients that meet and exceed their needs.



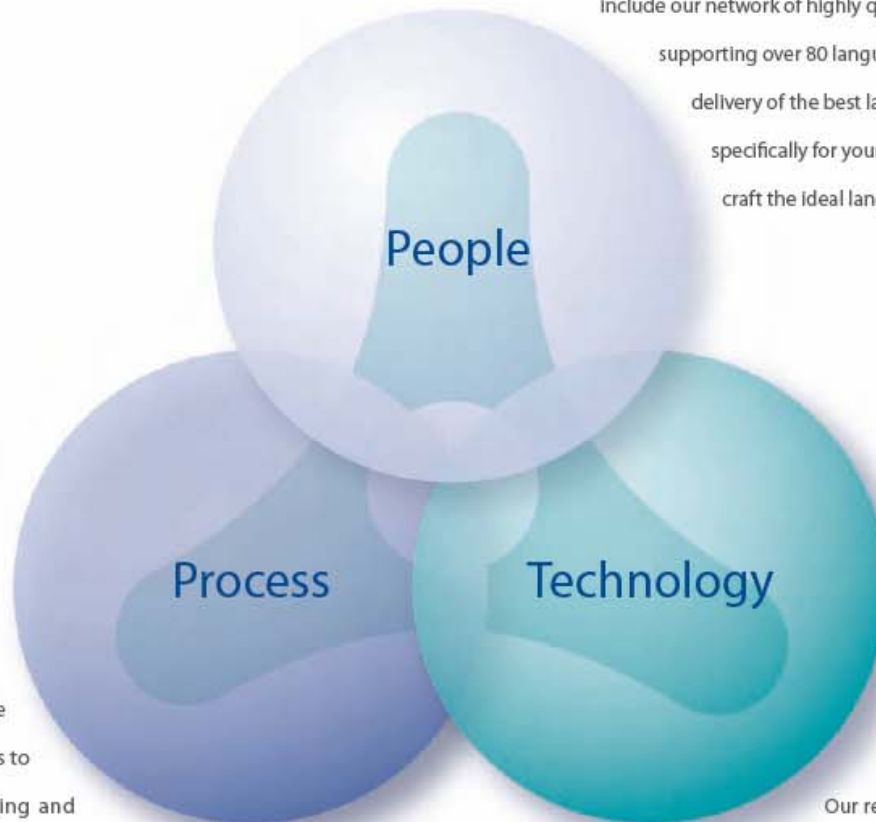
Communicaid delivers

Demands for accuracy drive our people, process, and service

Our People — A Personal Approach

Our corporate culture is centered on client satisfaction. We realize the best way to achieve this is through committed, caring, creative, and knowledgeable employees. Our people are experienced professionals who take the time to understand your business and language needs. Our personal approach extends beyond our corporate doors in Silicon Valley to

include our network of highly qualified native speakers supporting over 80 languages worldwide. To ensure delivery of the best language solutions, tailored specifically for your business, Communicaid's people craft the ideal language team to meet your needs.



Our World-Class Process

Years of real-world experience, in combination with the use of a powerful database enables our project managers to engage a team of linguistic specialists to address your most challenging and culturally diverse language needs. Our process

includes industry standard Translation, Editing, and Proofing (TEP) services. However, Communicaid has taken its translation process beyond words to include a proprietary Numeric Proofing Tool used in our quality assurance workflow to alert our team to inconsistencies that might otherwise go undetected. This valuable numeric proofing step enables us to go beyond TEP services to providing what we call TEP+N.

Our processes ensure the highest level of client confidentiality, quality, and accuracy for all projects including highly critical technical, scientific, medical, legal, and enterprise business translations.

Our Proprietary Technology

Our relentless pursuit of excellence has led us to embrace the latest, most innovative technologies, as well as to develop our own one-of-a-kind, proprietary solutions. In addition to our powerful matching database and proofing technologies, our in-house enterprise management software has enabled us to streamline our workflow ensuring accurate, on-time delivery of your projects.

To address our clients' heightened need for security, we designed an information architecture that ensures secure transfer and storage of all your sensitive files.

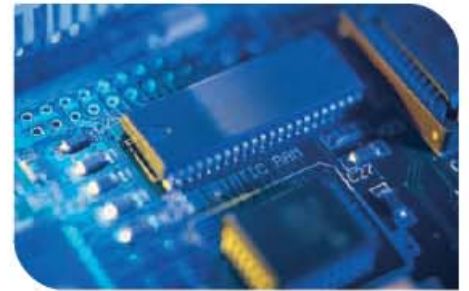
A World of Industry Solutions

Communicaid's mission is to deliver the exact communication, documentation, and message you intend to convey—quickly and accurately with the awareness of culture and context you expect. Our experience and training in a wide variety

of disciplines—technical, scientific, medical, legal, and more—combined with a commitment to quality and personal service are what set Communicaid apart from other companies.

Technical and Scientific

From research to production, technical and scientific organizations need language services that are precise. Imprecise translations cause unnecessary delays in editing that will slow your time-to-market. After conducting business in technical environments for over a decade, we have attained the knowledge to field a team of native linguists with the appropriate real-world industry experience to ensure that technical nuances are captured and translated correctly the first time.



Medical and Life Sciences



Whether you're decoding the human genome or working on the front line of patient care, your communications need to be consistent and accurate. As a company, we have accumulated an intuitive understanding of what it takes to compete while complying in the highly regulated environments of medicine and science. We can help you capitalize on your R&D investment by getting to market faster and improving the quality of patient-doctor communications.

Legal

Precise communication is mandatory for the practice of law and the resolution of legal issues. However, when these cases involve people who speak different languages, a reliable, authoritative language solutions provider that can deliver accurate translations and qualified interpreters who understand the cultural context is absolutely essential. Communicaid is an authority in a wide range of corporate legal practices, from software licensing and patent litigation to depositions and trademark registrations.



Enterprise Business



Business is increasingly global, so your multilingual newsletters, human-resources manuals, and other business communications become more important. At the same time, customer-facing collateral, Web pages, and direct marketing materials must present a consistently clear message to the world. We have years of expertise in business and marketing, so we can bring real business acumen to your internal or external communications.

We *Speak* our Customers' *Language*

Thank you for the quick response to my email of this morning regarding the second translation of both Japanese documents we sent you. I wanted to let you know we were pleasantly surprised at the technical accuracy and understanding of the nuances of the terminology of our vocabulary, which by no means, is neither easily understood by the layman person, much less by someone who is trying to translate it into another language. Your work is excellent both in quality, personal care, expediency and thoroughness. We'd like to thank you for all your support and looking forward to doing business with you in the future.

Carmelo "Nino" Amarena
Principal Regulatory and Standards Architect
Savi Technology, Inc.
A subsidiary of Lockheed Martin Corporation

Thanks for your continued support and outstanding job performance. Our client in Spain had only good things to say about the professional translations you delivered. We are held to the highest standards of excellence, and the material we deliver must — and did — meet that standard.

Erich Scheller, CMRP
Principal
Life Cycle Engineering



Communicaid really came through for us when we were under a time constraint to get documents translated into Japanese and Chinese. We were impressed by your responsiveness and the professional appearance of all the deliverables.

Katie Hill
Research Associate
The Research & Planning Group, Inc.

About Communicaid

From our Silicon Valley headquarters, Communicaid provides businesses in a wide variety of industries with translation, localization, interpretation, and other language services, worldwide. Communicaid ensures our clients' intended messages are delivered accurately and reliably through industry experience, contextual and cultural awareness, precise database algorithms for linguistic team matching, proprietary proofing tools, and a highly personalized approach.

To see how leading companies in a wide variety of industries are benefiting from Communicaid's approach to language solutions, give us a call, send us an e-mail, or visit us on the Web — and you'll experience how Communicaid is taking accuracy and personal service "beyond words."



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