



Enea Multilingual Solutions, LLC

Where nothing is lost in translation

Professional Language Service Guide

For personal service, call us today

Tel: (917) 991. 6918

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EXECUTIVE SUMMARY

If you want experienced translators and interpreters then look no further. Enea Multilingual Solutions is dedicated to providing reliable, accurate and culturally sensitive language translation support, enabling our customers to perform in a global environment. Our goal is to be a national leader in providing federal, state, and local government agencies and commercial enterprises with a comprehensive spectrum of language translation services customized to meet our customers' unique requirements. We will meet your needs, on time, every time.

History

Based in New York City, Enea Multilingual Solutions works in strategic partnerships with translation companies and individual translators worldwide to provide first-class translation and interpretation services. The company was founded in 1998 by Sokol Kongoli, a professional linguist with over sixteen years of experience as an interpreter and translator. EMS was registered in the state of New York in 2006 under the name of Enea Multilingual Solutions. EMS is a rapidly growing translation company with average annual growth of more than 40% over the past years, corresponding to a total growth of nearly 300% between 2008 and 2011. We continue to grow our roster of clients including Fortune 500 corporations, law firms, government agencies, and companies in emerging technologies.

About us



Sokol Kongoli, President and CEO of Enea Multilingual Solutions, earned his MBA from Wayne State College and studied medicine in his native country of Albania. He has more than 18 years of experience as a Federal translator and interpreter. Mr. Kongoli holds overall responsibility for EMS's business direction, growth and development. Under his leadership, EMS has seen consistent profits, even with significant investments in technology and process improvements. His philosophy of client-centric service results in a high client retention rate and many client referrals

Enea Multilingual Solutions has an extensive proprietary base of freelance translators and editors and is able to locate professional linguists with a particular area of expertise for each language. We only select the best linguists in terms of experience and specialization, who are certified for the given language combination. EMS always makes an effort to use the same team of linguists for ongoing projects, and uses advanced terminology management and translation memory tools to streamline the translation and localization process and to provide a premier quality service.

In recent years Enea Multilingual Solutions has expanded its services through strategic partnerships. We have excellent technology, engineering and production capabilities integrated into our processes, enabling us to offer clients turn-key solutions for a range of multilingual products.

DESCRIPTION OF SERVICES

EMS provides quality multilingual translations that are accurate, clear, and culturally and politically sensitive to the social environment of the target audience. The services offered by EMS include document analysis and preparation, terminology management, translation, editing, formatting, proofreading and verification, quality control procedures and post-project reviews.

EMS is thoroughly acquainted with the linguistic and cultural issues inherent to the process of cross-cultural communication and is able to select from its vast pool of professional linguists the right translator for your project. The value added by the company is the ability to locate and test professional linguists with a specific area of expertise and to ensure the quality of translation by the editing and proofreading process, as well as to provide the information you need for conducting international business and for communicating with people who live in very different cultures.



INTERPRETATIONS

With literally hundreds of qualified interpreters on five continents, our staff can provide you with an optimal interpreting solution when and where you need it.

Whether you require consecutive interpreting or simultaneous interpreting, on-site interpreting, Enea Multilingual Solutions and its affiliates have the experience to make complex communication solutions seem easy. The interpreters of Enea Multilingual Solutions are chosen not only for their linguistic skills, but also for their technical expertise. Our interpreters are experts in the techniques of interpreting and are sensitive to cultural nuances of conducting business in a foreign language. We screen our interpreters not only for their bilingual skills, but also for their knowledge of appropriate legal protocol. In the course of more than 16 years in business, our interpreters have facilitated thousands of legal proceedings in venues throughout North America. Moreover, through our international affiliates, EMS also provides interpreters in most locations around the world.

On a special note, Enea Multilingual Solutions is capable of providing interpreters in uncommon or exotic languages including Certified Interpreters in the American Sign Language (ASL). In fact, we built our reputation as a problem solver by meeting just this need. Whether you need an Albanian interpreter in Omaha, Nebraska, an Italian translator in Bombay, India, an Urdu interpreter in Nice, France, Enea Multilingual Solutions can help.

In addition, Enea Multilingual Solutions provides rush or expedited service often responding to calls for interpreters on a same day basis. Our specialized services include legal interpreting and conference interpreting.

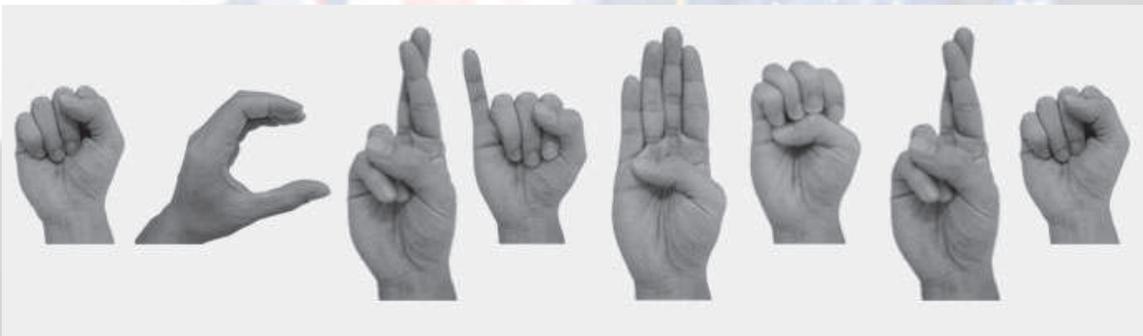


TRANSLATIONS

For over 16 years, we have specialized in serving your business translation needs in 160 + languages for any format — user manuals, brochures, contracts, patents, surveys, software, web sites, on-line help, multimedia, audio/video, computer-based training and more. No matter what your format, we can handle both the technology and the language.

We are your best choice for language services in industries where quality counts. Your commercial translation and localization projects are complex — multiple languages, formats and technologies, exotic fonts, tight deadlines, in-country reviews. To ensure high quality in every single translation, we employ a three-step language translation process:

- Language translation by a professional, native-speaking translator
- Proofreading by second professional, native-speaking translator
- Comprehensive Quality Assurance Services



AMERICAN SIGN LANGUAGE INTERPRETING (ASL)

EMLS offers expert American Sign Language interpreting services on a 24/7 basis with a range of interpreters who possess multiple levels of certification and experience.

TRILINGUAL INTERPRETATION SERVICES

(Spanish, English and American Sign Language) Trilingual Interpreters are needed to facilitate communication between Spanish speaking, Deaf, and English speaking individuals.

ON-SITE SERVICES

When you need someone to come to you, we have a vast pool of experienced linguists and translators to choose from. If we do not have the right expertise available locally, we can arrange to have the appropriate individual travel to your location. We make sure that you have the expertise you need to fulfill your on-site language needs.

LOCALIZATION SERVICES

We can create multilingual, multicultural versions of your website, software application or multimedia package. Our years of translation experience allow us to address all linguistic and cultural issues appropriately, while our state-of-the-art technical capabilities enable us to provide the reengineering necessary to create a perfect final product for you.

CULTURAL CONSULTING SERVICES

These services can actually be provided on-site or from off-site, as you prefer. We can provide consulting services to guide you in your dealings with foreign clients. We can provide you with information such as standard business protocol, cultural issues and more. Our consultants can review your promotional materials and your approaches to determine whether they are appropriate for the country or countries to which they are being directed.

CONFIDENTIALITY AGREEMENT

If security requirements for a particular project are not strict, a clause attached at the bottom of all EMS's Purchase Orders concerning confidentiality usually suffices. The clause reads as follows: "All material provided to contractors is the property of EMS or its client and may not be reproduced, disclosed or divulged. EMS prohibits subcontracting assignments by contractors without prior consent."

For projects requiring stricter policies and procedures for safeguarding of information, EMS's contractors must sign a detailed Confidentiality Agreement prior to the receipt of materials for translation and/or editing. A number of EMS contractors hold security clearances. If clearance is required for a particular project, EMS will take the necessary steps to contract language professionals with the required security clearance level.

FREQUENTLY ASKED QUESTIONS

How do I order translation service from EMS?

Contact our Business Development Manager, Arlinda Kongoli, via phone (917.545.0539). You can also contact EMS's central office via phone (917.991.6918), or e-mail (info@eneamls.com), 24 hours per day, 7 days a week.

How do you charge for translation?

In the U.S., translation services are customarily charged per translated word. All per-word rates include the translation itself, editing, and quality assurance procedures. The per-word rate is based on the source language, unless another arrangement is made. For other services such as consulting, desktop publishing, etc., hourly rates apply. Flat fees can be arranged for certain projects. All rates vary according to the degree of difficulty of a given subject, and the deadline.

How fast can you deliver the translation?

Standard delivery for translation is 2,500 words per translator per day, and 7,500 words per editor and reviewer per day. For orders exceeding the standard delivery terms, rush charges may apply.

Who does the translation?

EMS has an extensive proprietary base of freelance translators and editors and is able to locate professional linguists with a particular area of expertise (such as lawyers, engineers, etc.) for each language. EMS selects only the best translators in terms of experience and specialization. EMS always makes an effort to use the same team of linguists for ongoing projects, and uses advanced terminology management and translation memory tools to streamline the translation and localization process and to provide a premier quality service.

How do you assure confidentiality of the materials provided by the client?

If security requirements for a particular project are not strict, a clause attached at the bottom of all EMS's Purchase Orders concerning confidentiality usually suffices. For projects requiring stricter policies and procedures for safeguarding of information, EMS's contractors must sign a detailed Confidentiality Agreement prior to the receipt of materials for translation and/or editing.

In what format can you receive and deliver the materials for translation?

We can receive documents in hard copy or in electronic form via e-mail, ftp site, or on a variety of removable media. Both PC and Macintosh platforms are accepted. We can deliver translations by the same methods.

What types of projects do you generally handle?

While EMS provides translation services in a wide array of fields, the following types of projects are handled on a regular basis:

- **Interpretation Services for Depositions**
- **Legal Translations**
- **Medical Translations**
- **Technical Manuals**
- **Corporate Literature**
- **Tape Transcriptions**
- **24 Hours Express Translation Services**

SOME OF OUR CLIENTS



**BLOCK
O'TOOLE
& MURPHY**
ATTORNEYS AT LAW



Skadden, Arps, Slate, Meagher & Flom LLP
& Affiliates

**Deloitte
& Touche**



KING & SPALDING



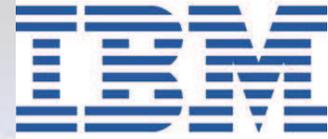
michael cohen group llc

KRAMER LEVIN
KRAMER LEVIN NAFTALIS & FRANKEL LLP



USAID
FROM THE AMERICAN PEOPLE

SIMPSON
THACHER



unicef 

NYC
Board of
Education


UNIFI
COMMUNICATIONS *Your Global Link*



ADM
LAW **AHMUTY, DEMERS
& McMANUS**

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