

WebViews Service Brief: (BDocs™) Translation & Fulfillment Services

Introduction:

Translation & Fulfillment (BDocs™) Services are unique services offered from WebViews' Borderless Business™ on demand portfolio of services and solutions. These Services enable organizations to automate the posting, translation, archiving and fulfillment of their classified and unclassified documents and media types by pre-

authorized groups of users, operators and translators in a collaborative and secure web environment around the globe. As part of these unique solutions and services, WebViews enables its clients to establish a global and secure collaborative project and operations environment quickly and effectively.

Webviews Borderless Business Solutions and Services:

WebViews provides unique global e-business services enabling organizations to operate locally and deliver globally using its flagship Borderless Business™ on demand portfolio of services and solutions. This innovative solution removes the jurisdictional, cultural and language barriers inherent in conducting e-business globally. Simply stated it allows you to Present, Interact, Transact and Fulfill, and provide Customer Support in a language-transparent way.

At the Presentation layer, Borderless Business™ on demand services delivers a comprehensive set of online services that localize all elements of e-business sites and portals, enabling clients to conduct their business in multiples of languages. In addition, when changes are made to the site content, Globalization & Localization (G&L) Services automatically update the destination site providing immediate synchronization with the corresponding source site.

At the Interactive Communication layer, Borderless Business™ on demand delivers multilingual and trans-lingual messaging and e-mail capabilities through its Borderless Messaging (BMail™) Services. This service enables users to send and receive messages in their language while their correspondents receive and respond to these messages in their preferred languages! This entire process is transparent to both sender and recipient.

At the Transaction and Fulfillment layer, it delivers multilingual and trans-lingual Transaction & Fulfillment Services enabling an organization and its staff to receive, classify, translate and publish various types of documents and media types in different languages.

At the Customer Support layer, Borderless Business™ on demand provides customer support in the language of your customer, while support staff operate in their own local language.

WebViews Translation & Fulfillment Services:

WebViews Translation & Fulfillment Services (BDocs™) are offered to major organizations as an in-house solution. The same services are offered to smaller organizations and individual users as outsourced and on-demand “utility” services. Both end-to-end Translation & Fulfillment Services are offered through WebViews Borderless Business™ on demand services and environment. This environment is equipped to provide services tuned to subscriber’s needs and requirements.

Translation & Fulfillment Services

enable organizations to classify and post a wide variety of documents and media types in all languages using the Service Management Portal (SMPortal™). Once documents are posted, classified translators (according to language, skill set and security level) are assigned, and documents translated and localized both at the text and graphic component level for different regions and countries. When this is completed quality assurance is conducted for the localized material and quality results are posted in the in-basket of the assigned user and system archive. In addition, SMPortal™ provides users the ability to manage

translation and localization projects, view project and individual assignment statistics and progress, administer archiving and storage of localized material, and using the web instantly manage secure access to authorized and classified users around the globe.

Furthermore, system administrators can review service usage and access to documents by different user groups. Document and subject access statistics and reports are also readily available on the net.

The environment is designed to handle multiple media types in different languages. The media types covered include all types of electronic documents in various formats, MS Word documents, web pages, database records and e-mail messages. Each document can be posted, translated from any language to any language(s) targeted to different countries and regions of the world and posted in the out-basket of an individual or in the classified archive. The languages covered are all European, Asian, Middle East and many other languages.

BDocs™ Key Services, Features and Capabilities:

- Global and secure collaborative services and operations environment.
- Users can classify and post all types of documents and media in different languages anywhere in the world through secure web access.
- Authorities can qualify, classify and assign system operators and translators (for different languages with different skill sets and security levels) anywhere in the world through System Administrators Work Bench.
- Creation of projects and posting of the material to be translated and localized by Project Managers and Administrators.
- Assignment of work to different translators, graphic artists, project managers, quality assurance personnel and archival personnel through Project Managers and Administrators Work Bench.
- Translation and localization of text using Editors Work Bench for different languages targeted for different regions and countries of the world.

- Localization of graphics objects through Graphic Artists Work Bench.
- Verification and quality assurance of work completed through Quality Assurance Work Bench operators.
- Capability to archive and store centrally and securely a variety of

documents and media types in different languages.

- Provision of access to authorized and classified users around the globe immediately through Archive/Security Managers Work Bench.

The Key Benefits of the Services:

Global Reach – WebViews application environment is a secure web based collaborative e-business environment with global reach enabling users to post any document anywhere in the world making it available to end users anywhere in the world.

Multiple Medias – System handles all types of documents and media including electronic documents in different formats, e-mail, web pages and voice mails.

Multilingual – System handles all European, Asian, and Middle Eastern languages representing most of worlds languages.

Speed of Delivery - By order of magnitude - for those subscribers using traditional methods to post, translate and publish their documents.

Specialized Multilingual Phrase – Terminology- Knowledge Warehouse
The Inter Language Paradigm (ILP™) system creates a proprietary knowledge warehouse inventory of multilingual phrases and terminologies. Stored phrases and terminologies are then made available automatically to users enabling them to deliver consistent translated documents and media types in a fraction of the time required by traditional methods.

Access to Up-to-the-Minute Content – After translation and release all archived documents immediately become available to classified users regardless of their location or that of the editor/translator.

Classified and Authorized Users and Translators- Access to the system is provided only to pre-authorized users having pre-defined access class and only to those items authorized.

Audit Trail- System tracks all activities performed on all documents by all people all the time. This record trail can be retrieved and reviewed at any time by authorized staff.

Secure Access and Administration – Access will be provided in a secure environment only to those who have been qualified and authorized by proper authority.

Global Operations / Local Image - Using the ILP - based *Language Transparent Operating Environment* WebViews e-services subscribers develop a *Localized Presence* – i.e. tailored to local audiences in many countries - while *operating* from a central facility.

WebViews Borderless Business Services

Our Professional team is ready to help

As you expand your horizons to global market place, you can draw upon the expertise of WebViews world class professional services. WebViews team has gained its unique and unmatched experience and expertise over many years of research and development of the ILP™ technology and over 15 years of technology consulting experience in implementing e-business, CRM, Internet and Intranet solutions for Fortune 1000 and other blue chip clients around the world.

About WebViews

WebViews Inc. specializes in the delivery of outsourced, on-demand e-business globalization & localization Services and borderless business consulting & systems integration services.

Using WebViews award winning ILP™ technology; we create a Language Transparent Operating Environment™ enabling business and individual subscribers to conduct Borderless Business Everywhere around the globe. WebViews services include integration of subscribers' legacy systems with ILP™ technology and BMail™ systems, adding multilingual / multi-market / trans-lingual features and capabilities to their business and messaging systems and technology environments.

Please contact us to discuss how WebViews can assist you in transforming your local business activity to a global operation by using WebViews Borderless Business On Demand (BBOD™) technology, Services and Solutions.

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