



mlc

[mylanguageconnection.com](http://mylanguageconnection.com)

## Who We Are

My Language Connection Ltd (MLC) are an award-winning language services provider with offices in Glasgow, London and Dubai, serving a worldwide client base. We help companies like yours to engage with diverse multilingual audiences, meet global regulatory requirements, create impactful marketing campaigns, and thrive across borders. As an ISO-accredited company, we put quality at the heart of all we do and this is reflected in our services.

We believe in building meaningful client relationships and work with a robust network of over 1,800 professional translators and linguists, across 250 languages. When you partner with us, we put your business needs first and focus on making the whole translation process easy for you. Our mission is to go above and beyond to ensure your language requirements are met on time, to budget, and to the highest standard - every time, without fail.







## Victoria Nicol

Founder and Managing Director  
+44 (0) 7852256813  
[victoria@mylanguageconnection.com](mailto:victoria@mylanguageconnection.com)

Victoria is an award-winning business leader, with over a decade of invaluable experience in the translation industry. With a BA (Hons) in Management, Technology and Enterprise, Victoria has built a translation agency embracing client relationships at its core. Victoria specifically works with our team to take care of and oversee larger value clients, co-ordinating the team to deliver the highest quality multilingual projects internationally.



## Chris McCourt

Head of Partnerships  
+44 (0) 7946 676893  
[chris@mylanguageconnection.com](mailto:chris@mylanguageconnection.com)

Our Head of Partnerships, Medical & Life Sciences. Chris has over 15 years' experience in the technical language translation space. Fluent in German, Chris is dedicated to providing the highest quality language solutions for the life sciences industry, with specific attention to taking care of our existing and growing medical client partnerships.



## Lynne Bryce

General Manager  
+44 (0) 7903 373459  
[lynne@mylanguageconnection.com](mailto:lynne@mylanguageconnection.com)

MLC's General Manager. Lynne has over 20 years' experience in office, account and project management across translation, IT, procurement and law. Lynne is responsible for overseeing our quality, project management, vendor management and general operations.



# Client Testimonials

“MLC helped us to completely streamline our internal processes, speeding up our communications and increasing efficiency, allowing us to get our first human patient to trials, in Europe, a lot faster than we had planned through their expedited translation and design services.”

**dexcom**

“MLC really helped bring our multimedia campaigns to life in different languages. Their end-to-end service makes it a really simple process for us”

**magpie**

“MLC provided a rapid response and quote for all our translation requirements and projects are always completed within the specified time. Great all-round service from a very professional team.”



## Trusted By

**nutopia**

**SteriPack™**  
CONTRACT MANUFACTURING

**NHS**

**Stena Drilling**  
CARE, INNOVATION & PERFORMANCE

**my mhealth**

**ASPIRE®**  
P H A R M A

**THE CORPUS**

**RHOMBERG  
SERSA**

**altera**  
INFRASTRUCTURE

**Objective  
Imaging**

**MED<sup>9</sup>EL**

**Lanyon Bowdler**  
SOLICITORS

**BREHENY**  
CIVIL ENGINEERING

**OncoSil**  
MEDICAL

**FAIRTRADE  
FOUNDATION**

**westfalia  
fruit**

# The MLC Difference



## Translation Management System (TMS)

Our MLC TMS is a translation management, project management and CRM tool. Our customisable platform allows you to track the progress and budget spends of your projects and offers bespoke reporting data for managers to report on monthly. With 24/7/365 lifetime access to your own translation library, it decreases the turnaround time of a multi-country multi-lingual document or campaign involving external reviewers and design by 50%+. It has been credited by our clients as helping them get their devices into market faster.



## People-First Perspective

People are at the heart of everything we do — from our talented in-house team and professional translators, to our clients and their stakeholders. We're passionate about language and the importance of culturally sensitive communications. No matter the subject, format, content type, or channel, your end user is always top of mind to make sure nothing gets lost in translation.

**dexcom**

*"The TMS has completely streamlined our internal processes, reducing weeks of time of IHCR, speeding up communications and taking our medical device campaign launches to market faster than ever."*



**Nataliya Yurchenko**  
Marketing Coordinator  
EMEA | Dexcom



## Partnership Approach

Our partnership approach allows us to build meaningful client relationships to develop a deep understanding of your requirements, preferences, and priorities, to drive better outcomes. We're an agile agency who offer superior care and client service that is flexible and responsive to your unique needs, now and in the future. Ultimately, we care about you, your organisation, and your objectives. We always endeavour to assign you a dedicated team inclusive of your own Account and Project Managers and set of linguists who enjoy learning about you, your preferences and terminology to best service your account and projects with us.

Consultation  
with your Account  
Manager



Initial Translation  
by an Expert in your  
Subject Matter



Basic Proof  
Reading



High Level  
Proof Reading



Final House Check  
By your Dedicated  
Project Manager



# Our translators are...



- Native speakers of the target language and are resident in-country which means they're up to date with the life of the language
- Our translators have a minimum of degree-level education in translation/linguistics and/or the discipline area your text is related to plus have a minimum of three years experience of translating similar subject matters as yours
- Subject-matter experts who have lived experience of therapeutic area
- Vetted and trusted by our experienced dedicated vendor management and projects team
- Committed to the success of our clients – which means thoroughly researching your company, understanding nuances, and following any glossaries already in place
- Committed to continuous improvement & providing 100% accuracy

## Why human translators?

Creating impactful communications that consider the life of the language, cultural nuances, and complex contextual information is something that can only be achieved by working with expert human translators who have actual lived experience in what they are translating. No machine has the level of understanding on how to localise and translate a piece of text that an experienced human translator does, and we know that this is of critical importance to the success of your project.

Our team have countless examples from companies who have learned the hard way that machine translation isn't the only answer . . . like the time when "stool sample" was mistakenly translated as a "chair" in Chinese, or when an online ordering software made burgers available to the hotel "bathtub" instead of the "pool side."

As your trusted language partner, we make sure you avoid embarrassing mistakes and costly corrective measures by getting your translations right the first time.





# Our Services



- + Technical Translation
- + General Translation
- + Certified Translations
- + Interpretation
- + Transcreation
- + Subtitling
- + Transcription
- + Localisation
- + High Level Proofreading
- + Voiceovers
- + Copywriting
- + Glossary Building
- + Translation Memory
- + Website Translation Packages
- + Graphic Design
- + Software Localisation
- + Platform Integration
- + Multilingual Typesetting
- + Development

## Service Level Agreements

- ✓ Quotes delivered within 1 working day from request
- ✓ We translate 2500 words per day
- ✓ We High Level Proof Read (HLPR) 3000 words per day
- ✓ We will always work to your agreed deadlines

250+  
languages

100%  
accuracy

100%  
on time  
delivery



2,000+  
projects  
managed

10M+  
words  
translated

30+  
years  
industry  
experience

1,800+  
translators

# MLC TMS

Our Translation Management System was specifically designed collaboratively with some of our clients to reduce weeks of turnaround time, ensure 100% accuracy, and quite simply make the project process far more efficient. We have achieved this by creating a virtual workspace where team members and reviewers can approve key terms to be added to their own bespoke glossary that will be used time and time again, track the progress of projects in real time, manage new project requests, and so much more.

The MLC TMS is driven by advanced technology, yet every translation and project is completed by and is managed with a human touch, streamlining processes to eliminate unnecessary costs and save valuable time. View our TMS in action [here](#).

## Features & Benefits

- ✓ All in one virtual Project Management workspace for your full team and In Country Reviewers to make changes that automatically log into your Glossary, **decreasing risk, time, increasing motivation and consistency and saving weeks of time for your medical device campaign launches and getting your first patients into clinical trials a lot faster.**
- ✓ 24/7 365 access to your consistently updated and bespoke translation library, certificates of accuracy and all design packages for multi-media projects.  
**Allowing your team to review past, present and plan for future projects wherever and whenever they want.**
- ✓ Compatible with most CRM platforms, **allowing for seamless integration with your current systems.**
- ✓ Human translations with the speed and effectiveness of technology. **Place a request in real time and watch as our Project Managers handle the rest with clear visibility at every stage in our business intelligence tracker.**



“Using the Translation Management System has vastly improved our process. I can see the progress of every project as and when I need, I can communicate easily with our MLC PM and it’s saving us so much time allowing us to focus on other tasks.”



**Joe Charlton**  
*Regulatory Affairs  
Specialist*



# MLC's Monthly Value Packages

If you have ongoing translation requirements, we offer three different monthly value packages based on the word volume of your projects. By using our packages, you can benefit from discounted rates, planned amendments and the option to build a bespoke translation memory. This creates consistency, reduces costs, and leads to quicker turnarounds over time.

Bronze	Silver	Gold
<p><b>Monthly Word Volume:</b></p> <ul style="list-style-type: none"><li>• 1-10,000 words p/m</li></ul>	<p><b>Monthly Word Volume:</b></p> <ul style="list-style-type: none"><li>• 10,000-20,000 words p/m</li></ul>	<p><b>Monthly Word Volume:</b></p> <ul style="list-style-type: none"><li>• Over 20,000 words p/m</li></ul>
<p><b>No. of Language Pairings:</b></p> <ul style="list-style-type: none"><li>• Unlimited</li></ul>	<p><b>No. of Language Pairings</b></p> <ul style="list-style-type: none"><li>• Unlimited</li></ul>	<p><b>No. of Language Pairings</b></p> <ul style="list-style-type: none"><li>• Unlimited</li></ul>
<p><b>Service Rates</b></p> <ul style="list-style-type: none"><li>• Standard Rate</li><li>• Free Translation Memory</li></ul>	<p><b>Service Rates</b></p> <ul style="list-style-type: none"><li>• 10% Discount</li><li>• Free Translation Memory (100% discount for 100% matches)</li></ul>	<p><b>Service Rates</b></p> <ul style="list-style-type: none"><li>• 20% Discount</li><li>• Free Translation Memory (100% discount for 100% matches)</li><li>• Formatting</li></ul>
<p><b>MLC TMS access &amp; unlimited user licences:</b></p> <p>£300.00</p>	<p><b>MLC TMS access &amp; unlimited user licences:</b></p> <p>£300.00 plus 10% discount</p>	<p><b>MLC TMS access &amp; unlimited user licences:</b></p> <p>£300.00 plus 20% discount</p>

“We appreciate the turn around time and great customer service. We also value the combined translations to help drive our costs down.”

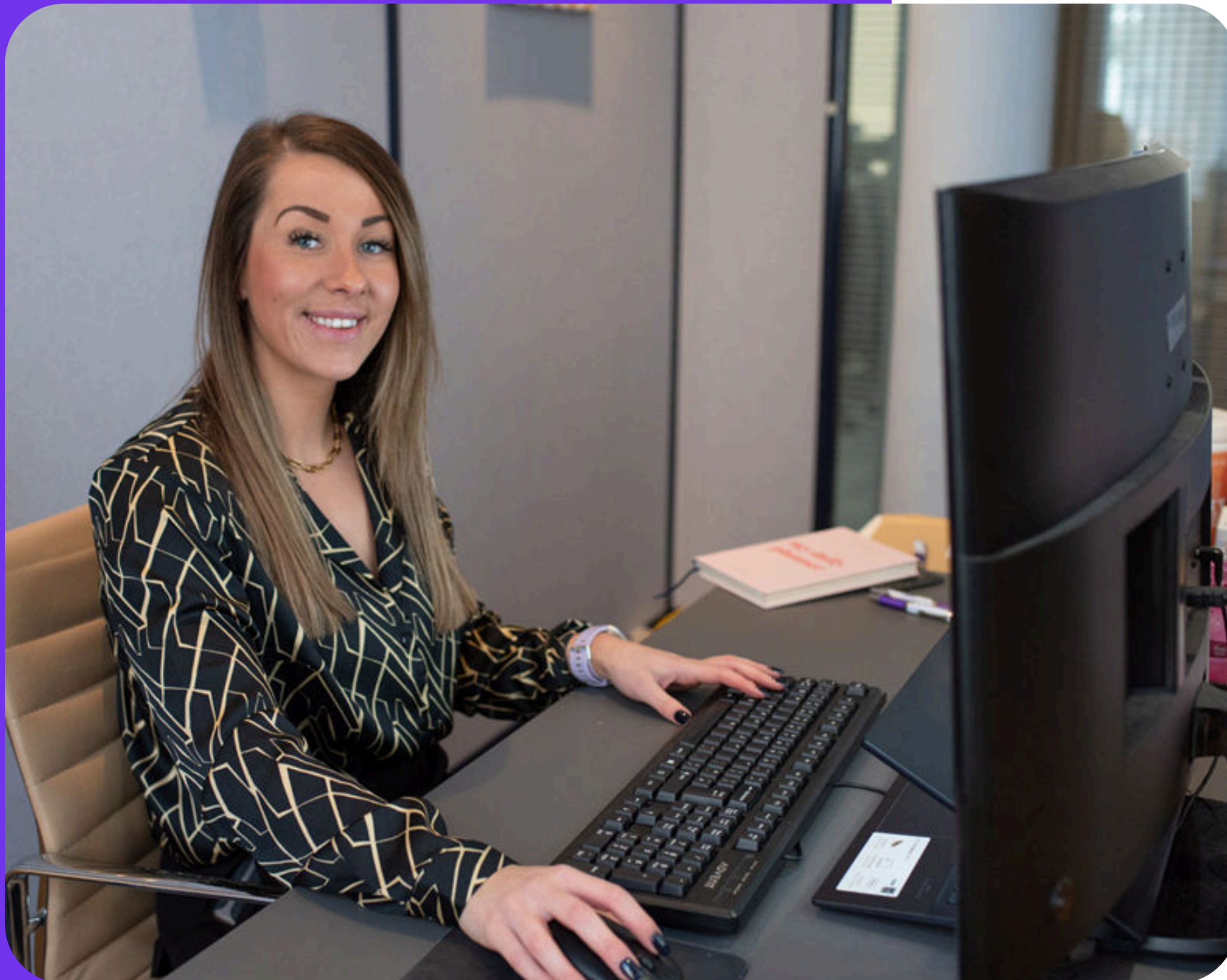
PMI Worldwide, Food and Beverage container solutions provider about the benefits of our Monthly Value Packages.



# How can you work with us?



- ✓ Project-by-project (for ad hoc needs)
- ✓ Monthly Packages (most cost-effective way for ongoing requests)
- ✓ Contract Basis (sign with us for 12 - 24 months for fixed-term benefits)
- ✓ Pre-Payment Plans (tell us the amount you want to spend on your projects, and we'll keep track)



## Next steps ...



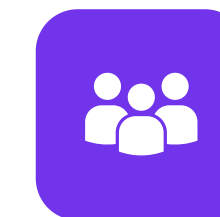
Book a call to discuss your requirements.



Get a quote from your dedicated Account Manager.



We'll assign professional translators & linguists best suited to your project.



The projects team will guide you through to seamless delivery.

**Call us on +44 (0)330 058 0251**

**Email us at [info@mylanguageconnection.com](mailto:info@mylanguageconnection.com)**

**Website [www.mylanguageconnection.com](http://www.mylanguageconnection.com)**





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