

Translation Memory Alignment SERVICE SHEET

WHAT IS IT?

The process, workflows and tools required to create a new Translation Memory by leveraging previously translated content.

HOW DOES IT WORK?

Components:

For the client to be able to fully benefit from reference documentation and past translations, there are various actions that can be taken depending on the situation to create a new Translation Memory

- **Automated Alignment**
 - **ID-based Alignment of legacy source and target documents**
 - For document formats that provide identifiers (e.g. properties files), Lingo24 will use dedicated alignment tools to automatically segment source and target documents and align (or pair) the segments.
 - **AI Alignment of legacy source and target documents**
 - For document formats that don't provide identifiers, Lingo24 will use AI-based tools to perform the alignment. These tools align segments up to a certain degree of confidence, the lower the confidence the more segments the tool will be able to automatically align but the higher the risk of misalignments. Based on the content and the context of the client, Lingo24 will set-up different levels of confidence and recommend or not a manual review of the automatically aligned pairs and a manual alignment of the segments that the tools were not able to align automatically.
- **Manual Activities**
 - **Review of Automatically Aligned Pairs**
 - Either the Client's Reviewer or Lingo24's translators can optionally be appointed to review the accuracy of the automatically paired segments. They will be able to either remove badly aligned segments or correct, merge and delete segments to produce a list of accurately aligned source and target segments to create a Translation Memory.
 - The review will be carried out in Lingo24's Translation Management system
 - **Manual Alignment of Unaligned Sources**
 - Either the Client's Reviewer or Lingo24's translators can optionally be appointed to manually align the segments that the tools were not able to align automatically. They will be able to merge and delete segments to produce a list of accurately aligned source and target segments to create a Translation Memory
 - The manual alignment will be carried out in Lingo24's Translation Management system
- **TM Import**
 - Lingo24 will import newly created Translation Memory in Coach, Lingo24's Translation Management system
- Ongoing monitoring to provide information to clients on progress against agreed deadlines
- Client follow-up with Client Representative tasked to review the aligned segments to ensure they meet agreed deadlines

QUALITY AND SCOPE OF SERVICE

High-level Error Categories

As per core service package

High-level Error Category Weight

As per core service package

Error Severity Levels

As per core service package

Quality Threshold

This service should increase the quality pass/fail threshold of the core service package.

Impact on Quality

There are various service-specific risk factors that can have a negative impact on the quality of the core service scope:

- Depending on the format of the documents provided, and the way the documents had been originally translated, the alignment output may require from little to extensive effort to correct the aligned pairs.
- Depending on the context, size and whether or not the ordering of text is stable between the files, it may not be possible for Lingo24 to align all the segments.
- If the linguistic review of the aligned pairs is not performed, the quality of the automated alignment may not produce fully accurate results
- Lingo24 cannot guarantee the accuracy of the translations aligned
- Lingo24 cannot guarantee the accuracy of the alignment review carried out by the Client's Reviewer
- If the Client's Reviewer is tasked to review and correct the automatically aligned segments, the following aspects should be considered:
 - Limitations on client reviewer availability, selection and productivity
 - Limitations on client reviewer skills/expertise in using our Translation Management System
 - If Client takes full ownership to review automatically aligned pairs, lack of Lingo24 final check, unless specifically agreed on as part of the process
- Reduced leveraging of new content against aligned Translation Memory if the source file does not contain exact sentences
- Additionally, human error can impact the quality categories of the core service

ADHERENCE TO SERVICE SCOPE

- The utilisation of Lingo24's Translation Memory Alignment Tools and/or processes.
- Reviewer appointment either by the client or by Lingo24 to check and correct aligned pairs
- Translation Memory alignment, planning and schedule decisions taken by Lingo24 in line with client's requirements
- Assignment of one translator for Translation Memory alignment per language combination in the Translation Management System by Lingo24
- Briefing process between client and Lingo24
- Briefing process between client and client reviewer
- Ongoing Query management and Issue Clarification across assigned client reviewers by client or Lingo24
- Use of assets & resources as per core service package:
 - Terminology where available
 - Reference material
 - Style guide

SERVICE PREREQUISITES

- **Scope:**
 - The scope of the TM alignment will be set together with the client
 - Briefing process completed as per service-specific guidelines and as per core service package
- **File Prerequisites:**
 - The target file needs to be a translation of the source file
 - Source and target files should ideally be editable
- **Tools**
 - Client reviewer/Lingo24 Translator reviews and corrects aligned segments as per Translation Management System functionality
- Lingo24 and client agree **time frame** for the Translation Memory Alignment process, and this process is to be completed within agreed time frame in order to allow:
 - Receipt confirmation within 1 business day as per core service package
 - Explicit service acceptance within 3 working days, otherwise acceptance is assumed as per core service package. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

- Prior to client reviewers performing their first Translation Memory Alignment task in Lingo24's Translation Management System, we recommend our complimentary <Coach Training> package
- We recommend <Premium Account and Project Management> in our Service Catalogue where coordination of client reviewers is required beyond the service scope. These include instances such as:
 - Briefing process between Lingo24 and client reviewer
 - Lingo24 follow-up with client reviewers to ensure they meet agreed deadlines
- Where client reviewers require ad-hoc support regarding the functionality of the Translation Management System, we recommend <CAT Tool Support> in our Service Catalogue.

- Where maintenance or clean-up of an existing Translation Memory is required, we recommend <Translation Memory Maintenance> in our Service Catalogue
- When small project-driven Translation Memory updates are required, we recommend <[Feedback Implementation](#)> in our Service Catalogue.

Service Price

- Based upon an hourly rate
- We make an initial estimation of the hours needed, resulting in an estimate quote. After determining the number of hours required after service provision, we provide a final quote. Lingo24 will notify clients during service provision if the initial estimation of the hours needed is likely to be exceeded and by how many hours, in order to agree on the additional costs for service completion.
- Minimum charges/project apply

Service Level & Availability

- Output capacity can vary depending on:
 - Size and number of files to align
 - Size and number of languages for which review of aligned segments is needed
 - Client reviewer availability and productivity, if the linguistic alignment review is carried out by the Client's Reviewer
 - Client reviewer Translation Management System skills, if the linguistic alignment review is carried out by the Client's Reviewer
- Default service availability: 24 hours a day/5 days a week
- Weekend or 24/7 value-added services are available on demand following assessment of service requirements and validation of capability and capacity for service provision. Refer to <24/7> or <Weekend> in our Service Catalogue.