



LET'S TALK VALUE

Apex's Value Proposition



ISO 17100
CERTIFIED

Customer Review Rating
"Excellent" ★★★★★



Apex's Value Proposition

Choosing a company that provides optimum value for your translation needs can be challenging... unless you have access to reliable information.

When comparing translation companies, you will frequently face the challenge of having to compare several translation service providers that vary greatly in terms of cost and the services they provide.

There are five factors to consider when trying to determine which company delivers the best value for your localization needs.

COMPETENCIES

PRICING

CUSTOMER
SATISFACTION

CUSTOMER
SUPPORT

SPEED AND
ON-TIME
DELIVERY

COMPETENCIES

- Certified to conform to the requirements of the ISO 17100-2015 quality standard.
- Accredited business by the Better Business Bureau with an A+ rating.
- Customer review rating of "Excellent" per TRUSTPILOT, an independent review site.
- Use of Translation Environment software tools to capture your translations in a linguistic database (translation memory) for use at a later time, resulting in significant cost savings, improved translation consistency, and reduced turnaround times.
- Application of cloud-based technology that allows multiple linguists to simultaneously process translation projects, significantly improving translation quality, effectiveness of collaboration, throughput time, and consistency of terminology.
- Application of a cloud-based project management platform, providing you with full access to project status, progress, and discussion topics at any time from anywhere in the world.
- Application of the Translation Quality Metric (SAE J2450) published by the Society of Automotive Engineers (SAE) to concisely quantify translation quality and use the metrics to guarantee our translation quality.
- Professionals who have the linguistic and subject matter skills and experience to translate your documents with linguistic, thematic, and cultural accuracy.
- Web designers and software engineers to assist with website translation/implementation and software localization/testing.
- Project support available 24 hours a day, seven days a week.

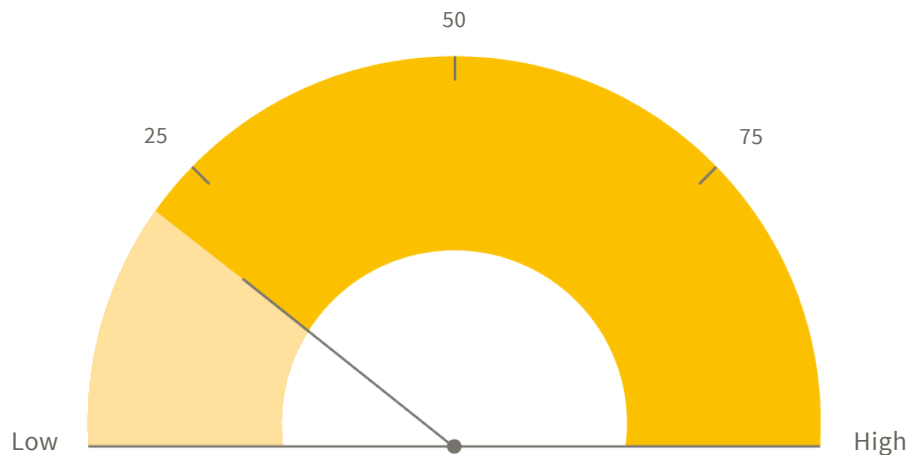
PRICING

In your quest to narrow your choice of translation service provider that best fits your company's needs, you will likely be seeking cost-effective professional translation services with a demonstrated commitment to meeting today's stringent quality standards.

To determine how our pricing compares with our competitors in the industry, we have consulted with industry experts at Common Sense Advisory (<https://www.common senseadvisory.com>), an independent market research company that helps translation service providers such as Apex to benchmark, optimize, and innovate best practices in translation, localization, interpretation, globalization, and internationalization.

Data obtained from CSA's research combined with our own research and annual surveys confirm that Apex's pricing is highly competitive with that of other ISO-certified translation service providers.

APEX'S PRICING AMONG ISO-CERTIFIED TRANSLATION COMPANIES



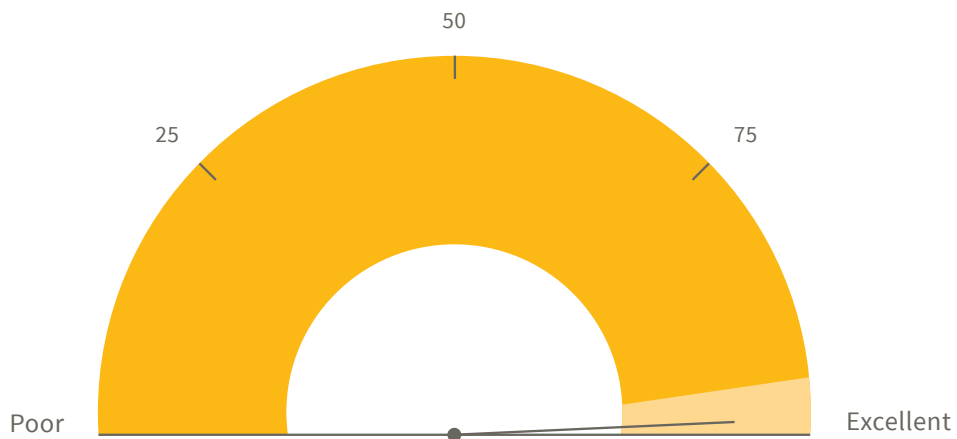
Customer Satisfaction

Pricing, translation and formatting quality, customer support, and client-vendor interaction are your essential concerns as well as ours.

In order to quantify our level of customer satisfaction, we have partnered with independent review site TrustPilot (<https://www.trustpilot.com/>), which collects regular reviews generated by our clients. The reviews we have obtained via TrustPilot have consistently resulted in an overall rating of "**Excellent**".

All client reviews can be seen at <https://www.apex-translations.com/client-reviews/>.

APEX'S CUSTOMER SATISFACTION RATING



■■■■■■■■■■ CUSTOMER SUPPORT ■■■■■■■■■■

Quite simply, our goal is to provide you with comprehensive support throughout the duration of your project. We do so by providing:

- Full access to project status data, information on progress, and discussion topics at any time from anywhere in the world via a cloud-based management platform.
- A single point of contact to facilitate the uninterrupted flow of communication.
- The option to incorporate client-provided glossaries and/or terminological preferences into our translation process.
- Rapid response to questions and issues.
- Rush services.
- On-site customer visits.
- 24/7 support to address any linguistic and project management issues that may arise.

■■■■■■■■■■ SPEED AND ON-TIME DELIVERY ■■■■■■■■■■

No matter which industry you represent, excellent delivery performance is a key factor of your success in today's competitive environment. The same holds true for the translation of your documents. Apex has the processes and resources to respond rapidly to your time-sensitive translation requests, as well as the flexibility to adapt to your work flow, improving project efficiency metrics and turnaround time. Our 98% on-time delivery record demonstrates our commitment to punctual service.