

OUR TRANSLATION PROCESS

DOMAIN EXPERTS AND BI-LINGUAL TRANSLATORS

Our translation process consists of translation, editing and proof-reading performed (TEP) by three different certified linguistic teams. Once the proofreading is complete, the deliverables will pass a final quality assessment test before they are delivered to our clients. In other words, three successive quality verification checkpoints follow the first step of each translation to ensure the highest quality output possible.

If artwork, graphics or image translation are involved and the project requires adoption of the original materials, an expert desktop publishing (DTP) manager will be responsible for overseeing the completion of all the design and formatting work necessary. Lyric's DTP experts specialize in Adobe In-design, Illustrator, Page Maker, Quark Express, Corel Draw, Photo Shop, etc.

CUSTOMER CARE

24X7 SUPPORT FOR YOUR TRANSLATION

At Lyric Labs, we place great importance in finding out what our customers think of us, customers working with Lyric know how we ensure give customer satisfaction with calls after translation, feedback requests and correction methods. we do not hesitate to listen to our customers for a valuable suggestion that will help us improve our process or customer handing techniques. We all in Lyric believe Our Company is driven and lead by our customers who believe in us and work with us.



CLIENT FEEDBACK

SMILES

I could get my translation done conveniently, I didn't have to call and follow up with them. Everything reached me on time and they continue to do a good job -

Procter & Gamble (Malaysia) Sdn. Bhd

I find the project managers to be more knowledgeable as they try and keep the cost low and stay competitive with their pricing. they also explained me the process the follow in detail helping me to understand the translation process - **Ajinomoto Malaysia**

Lyric is simply one of the best translation companies,we would recommend them to any client - **VISA Inc**

LYRIC SOCIAL RESPONSIBILITY INITIATIVES (LSRI)

MAKING A DIFFERENCE

Lyric labs, has grown rapidly over recent years by working language translation and content localization services for companies around the world. It has inherited a wide range of management approaches to addressing sustainability challenges.

The focus of our effort since its inception has been to identify best practices and areas for improvement. In the process, we are developing a new Sustainable Development Framework across the company supported by a consistent set of corporate social responsibility (CSR) policies. Lyric Labs has initiated a team within the company to form LSRI and drafted schemes.

LSRI means investing part of our profits beyond business, for the larger good of society

Different Languages. One World. One company

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Hello

Company
Profile



LANGUAGE SERVICES

DIFFERENT LANGUAGES. ONE WORLD. ONE PEOPLE

We are one of the world's leading online language translation services and content localization company. We help people and businesses to overcome the barriers of language and enable communication to reach them in their local tongue. In short we localize content to suit different markets. More than 1500 clients in 40 countries use our services to market their products and services in more than 140 countries. Lyric works with a growing network of 1500 translators worldwide for more than 100 languages.

To this extent, we are successful in helping Businesses, Institutions, Organizations, Brands, Governments and Individuals to localize their interests and reach out to people. Together, we see diversity beyond language and communication and create a world that is local. Everywhere.

Welcome to lyriclabs
ISO 9001 | DIN EN 15038 certified company

MULTILINGUAL SERVICES

- TRANSLATION
- DESKTOP PUBLISHING (DTP)
- INTERPRETATION
- VOICE OVER SERVICES
- SUBTITLING AND DUBBING
- SOFTWARE LOCALIZATION
- WEBSITE LOCALIZATION
- MULTILINGUAL TRANSCRIPTION
- PRODUCT LOCALIZATION

OUR STRENGTHS

The unique strengths that have made lyric a global brand in the language and communication domain and have attracted many of the world's leading names as our customers and also collaborators and resources. These qualities also define our value proposition as one of the reckoned language translation and technology companies in the world.

Leadership | Global Scope | Performance
Consistency | Innovation | Relationship

CERTIFIED TRANSLATION AND LOCALIZATION SERVICE PROVIDER

Translation industry is one of the fastest growing industries amongst many of the services across the globe, US, Europe and Asia being the focus locations. According to commonsense advisory, last year the industry grew by 56% when compared to the year before. US accounted for a growth of 23% and Europe 12% and Asia 34%. The anticipation is that the industry will continue to at the rate of 60% globally while the total expected growth by 2015 will touch 75% per annum.

Given the scenario of global economy, the focus is on the SME. Outsourcing is a given, these SME's to retain their competence turn to the cost sensitive markets for sourcing their components or services. They also look for better markets to realize.

The growth in the translation business is not based on the growth of the industry as such, but the process that is involved in translation business is being simplified by competent players, technology, innovative tools and collaboration across companies.

LYRIC LABS PROVIDES A TOTAL END TO END SOLUTION. CORE BELIEFS

In 2003 with a 4 member team in a 200 Square foot office, from the early beginnings we have held the core beliefs.

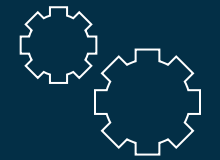
- In a world of giant organizations with a broad array of services, there was room for a specialized firm with the

highest levels of professionalism and integrity and senior-level attention to clients and relationships.



QUICK FACTS

- **2008-2009 - 12.2M in revenue**
- **1500 Translators and 142 languages**
- **Voted for Best Business Practices**
- **Ranked 12th in the world for Over the Phone interpretation services**
- **One stop solution provider in Malaysia**
- **First online translation services company in Malaysia to receive ISO 9001 Certification.**
- **Only company in ASIA to practice EN 15038 standards**
- **1500 clients in 124 countries in about 24 domains**



TRANSLATOR COMMENTS

It has been a pleasure working for Lyric Labs so far. I have done several projects and there has always been a very good communication and feedback. Will certainly work for them again in the future!

STEBRATRAN
(A Certified Dutch Translator)



CLIENTS

CaterPillar, American Power Corporation, CapGemini, Fujitsu, P&G, ABB, DIGI, Grey, Renault, Ford, VISA, Nestle, Bernama, IBM, Petronas, DHL Asia, Deloitte & Touche, Ajinomoto, Oracle, Grey, T-systems, Unilever, DIGI, Reckitt & Benckiser, Sime Darby and more...



ONE STOP SOLUTION

Lyric Provides the convenience of getting translation done from your desktop. It's unique global service model ensures accurate, professional and cost effective language solutions. Today Lyric is known for its best business practices among translators worldwide.