



Luisa Translation Agency

One of the largest and most experienced translating bureaus in Estonia, Luisa was founded in Tartu in 1992. It has branches in the two largest cities in Estonia, Tallinn and Tartu, and is a member of the Estonian Chamber of Commerce and Industry. It was also a founding member of the Association of Estonian Translation Companies.

Services

Luisa is a privately owned company offering written and oral translation services. Our team is made up of 16 administrative employees and more than 250 full-time and contractual partners (translators, interpreters, proofreaders and editors).

We provide the following services:

- translation
- interpreting
- proofreading
- editing
- design and layout work after translation

Specialists with the relevant higher education and experience or language specialists perform translation work in cooperation with proofreaders. To ensure high quality, we strictly adhere to quality assurance requirements: texts are translated into the translator's first language, proofread and edited by native-language editors, consultants are used for accuracy in terminology, support material is obtained from contracting authorities and so on.

The written translation orders we receive can be divided into the following six categories:

- law
- medicine
- technology
- economics and banking
- EU
- IT

We mostly translate from and into English, Russian, Estonian, Latvian, Lithuanian, Finnish, French and German. In total, we provide translation and interpreting services from and into most European languages, and many others.

Project management and quality

Orders and other organisational work is divided between customer service employees and project managers. Experienced translators, proofreaders/editors and professional service staff also play their part in ensuring that our work is efficient and of the highest quality. We consider it very important that our entire team maintain the confidentiality of information contained in translated materials, as this allows us to provide our customers with a trustworthy service.

Luisa follows the Quality Standard introduced by the Association of Translation Companies of Estonia. After the successful completion of the ISO quality management



audit in November 2007, Luisa Translation Agency was awarded the prestigious ISO 9001:2008 quality certificate.

CAT tools

Using a CAT tool helps maintain the consistency of the terminology in translated texts. This is guaranteed by a translation memory that is updated throughout the translation process by translators, proofreaders and editors, and even clients.

We have been using the Trados translation support programme since August 2000 (namely Trados Translator's Workbench versions 2006 and 2007, with Word and Tageditor as editing environments).

For translating documents in electronic format we also use the following CAT tools at the client's request:

- SDL Trados (2006, 2007), Studio 2009/2011
- Wordfast 4.x, 5.x
- Transit Satellite PE
- Across
- SDLX

These tools are also used by many of our translators working out of office.

Cooperation

We have always offered our clients a test translation of 1-2 pages, free of charge. Special price agreements are available for large-scale projects (i.e. more than 900,000 characters). When translating confidential material, confidentiality contracts can also be arranged.

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Address: Ahtri 6A, Tallinn 10151, Estonia
Lai 11/13, Tartu 51005, Estonia
E-mail: orders@luisa.ee
Telephone: (+372) 626 4283
Website: www.luisa.ee/eng

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