



Professional Translation
Services since 1998

DISCOVER THE APEX DIFFERENCE

Language Solutions
Tailored to Fit Your Needs



A+

ata

American Translators
Association

WHO WE ARE



Introducing Apex

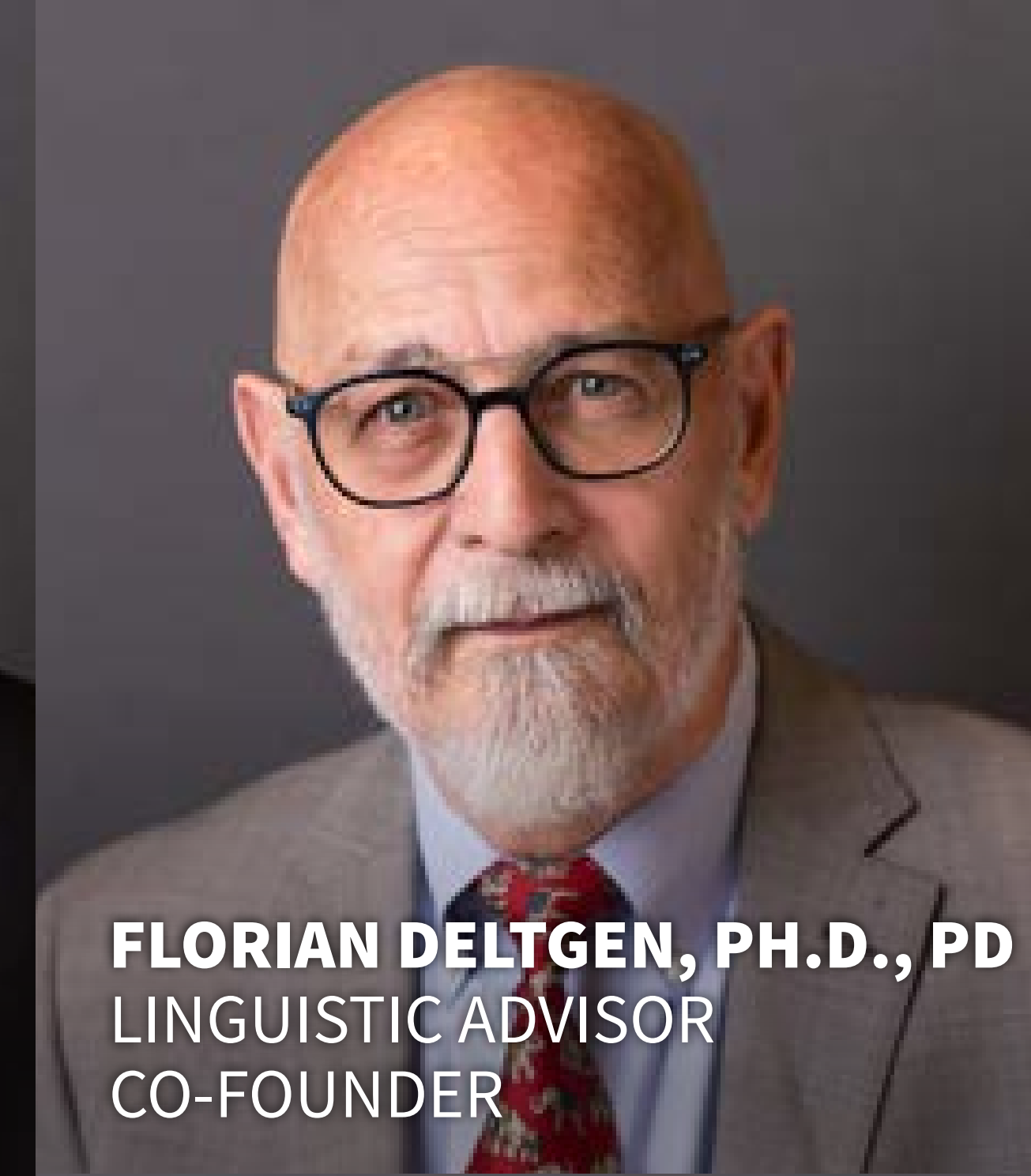
Apex is an ISO-certified company composed of dedicated account managers, professional linguists, qualified interpreters, DTP specialists and graphic designers, as well as audio/visual experts.

Founded in 1998 by Hans Schlamadinger, driven by a passion for engineering, and Dr. Florian Deltgen, a gifted linguistic anthropologist, the company embodies a unique blend of technical expertise and linguistic innovation.

Our mission is to consistently provide comprehensive language solutions coupled with seamless project management regardless of the scale or complexity of our clients' language needs.



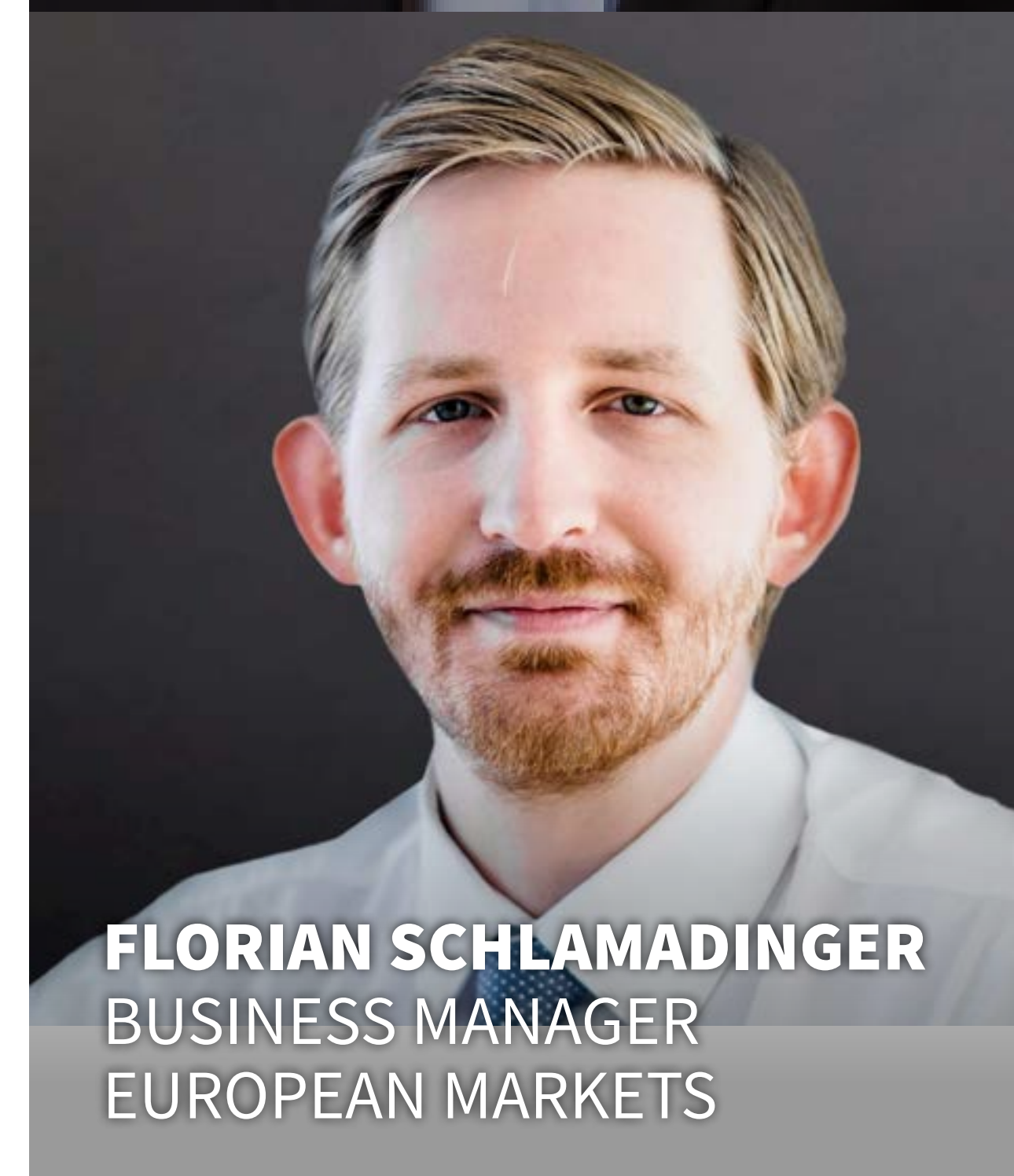
HANS SCHLAMADINGER
CEO
FOUNDER



FLORIAN DELTGEN, PH.D., PD
LINGUISTIC ADVISOR
CO-FOUNDER



NANCY HUSKINS
CHIEF LINGUIST & SENIOR
ACCOUNT MANAGER



FLORIAN SCHLAMADINGER
BUSINESS MANAGER
EUROPEAN MARKETS



WINFRIED SCHLAMADINGER
MARKETING/SALES MANAGER
EUROPEAN MARKETS



AMANDA HARRISON
OFFICE & ACCOUNT
MANAGER



EMILY PHILLIPS
ACCOUNT MANAGER



BILL MACBRIEN
QUALITY ANALYST &
ACCOUNT MANAGER



MELISSA REAVES
QAULITY ANALYST

Corporate Overview

LANGUAGE
PAIRS
200+

APPROVED
LINGUISTS
750+

NUMBER
OF CLIENTS
25,000+

FOUNDED
1998



ISO 17100:2015
ISO
CERTIFIED
ISO 18587:2017

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BBB **A+**

OUR COMMITMENT TO QUALITY



Quality Certifications

To uphold the highest standards in our services, we have established a robust Quality Management System and achieved certification for compliance with the industry-specific ISO 17100:2015 and ISO 18587:2017 Quality Standards.

Our Quality Managment System is designed to proactively identify project risks, implement effective preventive measures, and continually monitor our performance to ensure excellence.

Certificate

Standard **ISO 17100:2015**

Certificate Registr. No. 74 600 3487-A

Certificate Holder:

apex
TRANSLATIONS®
Apex Translations Inc.
123 B West Water Street
Plymouth, NC 27962
USA

Scope:

Language Translation Services

Proof has been furnished by means of an audit that the requirements of ISO 17100:2015, Management System for Translation Services, are met.

Validity:

The certificate is valid from 07/09/2024 until 07/08/2027.
First certification 2018

04/19/2024


TÜV Rheinland of North America, Inc.
400 Beaver Brook Road Boxborough,
MA 017190

www.tuv.com

 **TÜVRheinland®**
Precisely Right.

Certificate

Standard **ISO 18587:2017**

Certificate Registr. No. 74 600 3487-B

Certificate Holder:

apex
TRANSLATIONS®
Apex Translations Inc.
123 B West Water Street
Plymouth, NC 27962
USA

Scope:

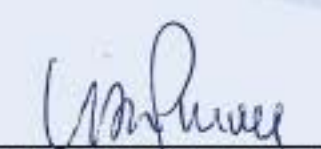
Language Translation Services

Proof has been furnished by means of an audit that the requirements of ISO 18587:2017, Management System for Translation Services – Post-editing of machine translation output, are met.

Validity:

The certificate is valid from 07/09/2024 until 07/08/2027.
First certification 2022

04/19/2024


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www.tuv.com

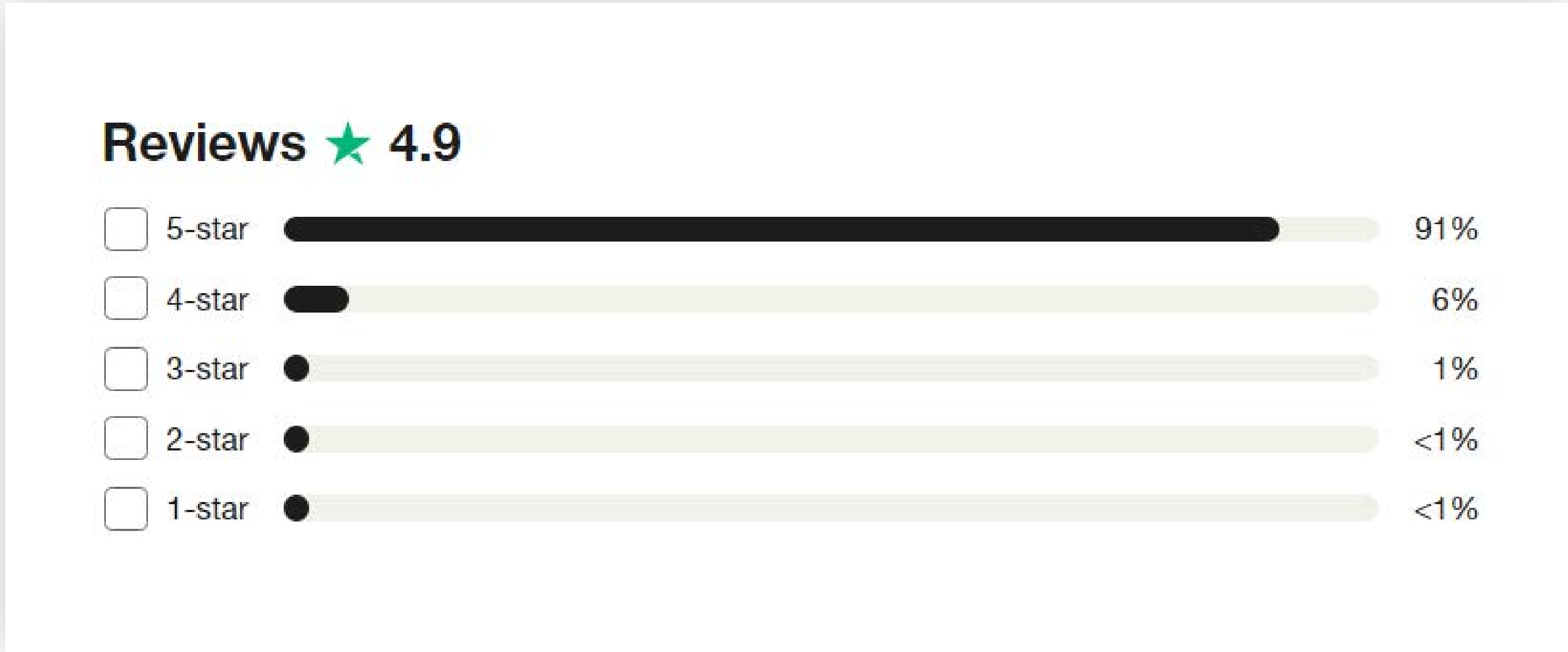
 **TÜVRheinland®**
Precisely Right.

Companies That Trust Apex

Trustpilot Reviews

Customers Sharing Their Experiences

As part of our ongoing commitment to improving quality, we partnered with an independent review platform platform Trustpilot, underscoring our dedication to customer satisfaction.



Case Studies



Visible Body



DC Aviation



Relias



Gebrüder Meier AG

Companies That Trust Apex

→ ENGINEERING & MANUFACTURING

- Bechtel Corporation
- Carl Zeiss Corporation
- Dresser Industries
- GE Power Systems
- General Electric
- Honeywell
- Ingersoll Rand
- Jacobs
- Raytheon
- Siemens

→ AUTOMOTIVE

- Lucid Motors
- Chrysler
- Cummins, Inc.
- Daimler AG
- Bosch
- Denso Corporation
- General Motors
- International Truck & Engine
- Volkswagen
- Yamaha Corporation

→ HEALTHCARE & MEDICAL EDUCATION

- Centers for Disease Control and Prevention
- Columbia University Medical Center
- Johnson & Johnson
- Yale School of Medicine
- Cleveland HeartLab
- University of Louisville Health
- American Heart Association
- Visible Body
- Robert Koch Institute
- Public Health Institute

→ MEDICAL EQUIPMENT

- Siemens
- Synapse Biomedical
- Synergy Spine
- US Endodontics
- Draeger Medical
- Aptis Medical
- Elucent Medical
- KiMobility
- Tasso
- Welch Allyn

→ BIOPHARMACEUTICAL

- Novo Nordisk Pharma
- Theravance
- Sophia Genetics
- Hain Lifescience
- Signant Health
- Lin-Zhi International
- National Association of Boards of Pharmacy
- Institute of Adherence to Medication
- MEDA Pharmaceuticals
- SigmaGraft

→ LEGAL & INTELLECTUAL PROPERTY

- U.S. Dept. of Justice
- American Bar Association
- The American Trial Lawyers Assn.
- Bressler, Amery & Ross, P.C.
- DLA Piper LLP
- Greenberg Traurig
- Wilmer Hale
- Duane Morris LLP
- National Women's Law Center
- Venable LLP

→ CONSUMER PRODUCTS

- Char-Broil
- Chiquita Brands International
- H&R Block
- H.J. Heinz Company
- Kroger
- Liz Claiborne
- Pitney Bowes
- Revlon
- The Coca-Cola Corporation
- Toshiba

→ FINANCE & BANKING

- Accenture
- Bank of America
- Deloitte
- Deutsche Bank
- Fidelity National Financial. Inc.
- GE Capital
- Liberty Mutual Insurance
- Merrill Lynch
- World Bank
- State Farm



Companies That Trust Apex

→ IT & SOFTWARE

- Argosy Publishing (Visible Body)
- Data Innovations LLC
- Datascan
- DriveSavers Data Recovery
- GK Software SE
- Honeywell
- Prevalent Software
- Raytheon Technologies
- Siemens AG
- Signant Health

→ MEDIA

- American Broadcasting Company
- Associated Press
- Buyer's Lab
- Oxford University Press
- R. L. Polk & Company
- Warner Brothers
- Wiley Publishing
- Bloomberg
- Evok Advertising
- Argosy Publishing

→ TRANSPORTATION

- Uber Technologies, Inc.
- Condor Flugdienst GmbH
- Dassault Falcon Jet
- Gulfstream
- International Launch Services
- Lufthansa
- Nippon Airways
- Maersk Line
- Kraiburg Strail
- Shipsta

→ US GOVERNMENT

- National Science Foundation
- US Army Corps of Engineers
- US Dept. of Agriculture
- US Dept. of Defense
- US Dept. of Energy
- US Dept. of Homeland Security
- US Dept. of Immigration
- US Dept. of Justice
- US Dept. of the Navy
- US Environmental Protection Agency

→ EDUCATION

- California State University
- Columbia University Medical Ctr.
- George Washington University
- Georgetown University
- Harvard University
- Indiana University
- Kent State University
- University of California
- Yale University
- Cornell University

→ NOT-FOR-PROFIT ORGANIZATIONS

- American Heart Association
- World Justice Project
- Clooney Foundation for Justice
- World Pediatric Project
- National Blood Clot Alliance
- Illinois Coalition Against Domestic Violence
- Illinois Network of Child Care Resources
- Mary Free Bed Rehabilitation Hospital
- End Domestic Abuse Wisconsin
- The Future Project

SERVICES & PRICING



Translation Options

Explore our translation solutions with a choice of three options

Our **Premium Package** produces the highest level of quality, consistency, and fluency by utilizing a team of professional translators and independent bilingual editors who are highly skilled and qualified in both the source and target languages and offer an excellent understanding of the subject matter in your text. The translation then undergoes review by an in-house quality analyst. This package guarantees a polished style where stakes are high.

Our **Standard Package** offers reliable translations produced by our skilled professionals, carefully selected for their expertise. Each translation is then reviewed by an in-house quality analyst. This package provides a practical, cost-effective solution for a wide array of translation needs.

Our **ApexMT Package** combines Generative AI machine translation with limited editing by professional linguists. Ideal for clients prioritizing speed and cost savings without compromising usability, it's best suited for large content volumes but not recommended for high-stakes publications.

	BESTSELLER		
	Premium Package	Standard Package	ApexMT Package
ISO Standard	Complies with ISO 17100:2015	Complies with ISO 18587:2017	—
Translation performed by	Professional linguist	Professional linguist	Generative AI machine translation
Bilingual editing performed by	Independent professional linguist (comprehensive editing)	—	Professional linguist (limited, based on client discussions)
Final review by QC team	✓	✓	Limited, based on client discussions
Collaboration with your review staff	✓	✓	Limited, based on client discussions
Management of a translation memory	✓	✓	✓
Management of a glossary	✓	✓	—
Application of a customized style guide	✓	✓	—
Translation sample	✓	✓	✓
Translation certification	✓	✓	—
Practical examples	Ideal for publications, litigation, healthcare, and other critical areas	Perfect choice for most business communications and informational content	Best suited for high-volume, informal communications or similar type of documents
Pricing	Baseline	Approximately 80% of our Premium Package	Approximately 40% of our Premium Package (*)

(*) The final cost of this package may vary, depending on the intricacies of your project. We encourage you to engage in a discussion with us about your project, allowing us to customize the editing level to perfectly align with your project objectives.

Translation Rates

We presently offer support for over 200 language pairs.

Our pricing structure for translations is primarily determined by the word count of your documents.

If you require translations for language pairs not listed, kindly reach out to us for further assistance.

Please note: The rates indicated here may be subject to adjustments based on project-specific requirements.

Translation rates for our most popular languages:

Language Pairs (from English)	Premium Package Rate (USD)	Standard Package Rate (USD)
English to Spanish	\$ 0.17	\$ 0.14
English to French	\$ 0.20	\$ 0.15
English to Chinese	\$ 0.17	\$ 0.14
English to German	\$ 0.20	\$ 0.16
English to Japanese	\$ 0.20	\$ 0.16
English to Portuguese	\$ 0.17	\$ 0.14
English to Russian	\$ 0.17	\$ 0.14
English to Italian	\$ 0.17	\$ 0.14
English to Korean	\$ 0.17	\$ 0.14

Language Pairs (to English)	Premium Package Rate (USD)	Standard Package Rate (USD)
Spanish to English	\$ 0.17	\$ 0.14
French to English	\$ 0.18	\$ 0.14
Chinese to English	\$ 0.17	\$ 0.14
German to English	\$ 0.20	\$ 0.15
Japanese to English	\$ 0.17	\$ 0.14
Portuguese to English	\$ 0.18	\$ 0.14
Russian to English	\$ 0.18	\$ 0.14
Italian to English	\$ 0.18	\$ 0.14
Korean to English	\$ 0.17	\$ 0.14

Translation Rates

Range of translation rates for languages spoken in key geographical regions worldwide

Region	Premium Package Rate range (USD)	Standard Package Rate range (USD)
Europe	\$0.17-\$0.20	\$0.14-\$0.17
North and South America	\$0.17-\$0.20	\$0.14-\$0.17
Asia	\$0.17-\$0.20	\$0.14-\$0.17
Africa	\$0.17-\$0.25	\$0.14-\$0.22
Pacific Islands	\$0.30-\$0.50	\$0.20-\$0.40

Overview of predominant languages spoken in various geographical regions

Europe					North and South America				
Albanian	Belarusian	Bosnian	Bulgarian	Catalan	English	French (CA)	Portuguese	Spanish	
Croatian	Czech	Danish	Dutch	English (UK)					
Estonian	Finnish	French	Galician	German					
Greek	Hungarian	Icelandic	Irish	Italian					
Latvian	Lithuanian	Luxembourgish	Macedonian	Maltese					
Montenegrin	Norwegian	Polish	Portuguese	Romani					
Romanian	Russian	Serbian	Slovak	Slovenian					
Spanish	Swedish	Ukrainian							
Africa					Asia				
Afrikaans	Akan	Amharic	Arabic	Bambara	Armenian	Azerbaijani	Bengali	Burmese	Chinese
Berber	Chewa	Dinka	Ewe	Fulfulde	Dari	Farsi (Persian)	Filipino	Georgian	Hindi
Ganda	Hausa	Igbo	Kikuyu	Kinyarwanda	Hmong	Indonesian	Japanese	Kannada	Khmer
Lingala	Malagasy	Mooré	Ndebele	Oromo	Korean	Kurdish	Kyrgyz	Lao	Malay
Pulaar	Rundi	Shona	Somali	Sotho	Mongolian	Nepali	Oriya	Pashto	Punjabi
Swahili	Tigrinya	Tswana	Wolof	Xhosa	Rohingya	Sinhala	Tagalog	Tajik	Tamil
Yoruba	Zulu				Telugu	Thai	Turkish	Turkmen	Vietnamese
					Pacific Islands				
					Chamorro	Chuukese	Fijian	Hawaiian	Marshallese
					Maori	Palauan	Pohnpeian	Samoan	Tahitian
					Tongan				

Discount Options

Translations Services

Repetitive text discount:

Assuming your source documents are provided in editable format, we offer you a significantly reduced rate for repetitive text.

Translation memory discount:

Our translation memory system retains past translations for future use. This results in discounts for matching text on subsequent projects, as well as improved project-to-project terminological consistency.

Ask your account manager to set this feature up for you at no cost.

All Services

Discount for non-profit organizations:

As a registered not-for-profit 501(c)(3) organization, enjoy a 5% discount on our services.

Volume discount:

For substantial projects, we tailor discounts to your needs, ensuring a customized, cost-effective solution.

Delivery



**We are committed
to meeting your
project deadline.**

Standard Turnaround Times

Premium Package

Approximately 1,500 words per day

Standard Package

Approximately 2,500 words per day

ApexMT Package

Approximately 5,000 words per day

Multiple languages are processed in parallel.

Expedited Turnaround Times

While we try to not charge rush fees, if extraordinary measures are needed to complete your project on-time a nominal rush fee may apply.

Legal Matters

Certifications

The certification is a separate document that is attached to the translation. It states that the document has been translated by an experienced and qualified professional translator and that, in our best judgment, the translated text truly reflects the content, meaning, and style of the original text and constitutes in every respect a correct and true translation of the original document. Electronic certifications are delivered by email with your completed translation. Hardcopy certifications, which are signed in ink and bear the embossed Apex Corporate Seal, can be mailed. There is no fee for electronic certifications issued to corporations or organizations, etc.

Notarizations

We will notarize the signature on the certification. All notarizations are prepared in US English by a North Carolina registered Notary Public and bears the notary's signature and seal. The notarization is part of the certification document.



Legal Matters

Confirmation of Notary

A confirmation of Notary can be issued, which certifies that the notary public is registered at the Register of Deeds of the local court and is in good standing. This document is a separate document to which the translation and the certification are attached. The Registrar of Deeds of the District Court of Washington County, North Carolina issues this document in US English.

Educational Credential Evaluations

Unlock opportunities with our service that translates and evaluates transcripts, certifications, and licenses for seamless integration into the U.S. education system. Trust us for accurate assessments, simplifying the process of validating and leveraging your international qualifications in the U.S.

Our assessments are delivered with a certification.



Additional Services

Transcreation & Copywriting

Our team of expert linguists possesses comprehensive expertise in language nuances and cultural contexts, delivering transcreated content that resonates with your audiences and enhances your brand's global impact.

This service provides the finishing touches for publications, marketing content and more.

Desktop Publishing

Submit your InDesign, Illustrator, or FrameMaker packages, and we'll deliver translated content with fully preserved formatting, fonts, and images. Trust our expert DTP team to handle language expansion, character-based languages, and right-to-left languages seamlessly.

Our professional team will work on any non-editable file content to guarantee the same layout reproduction as the original.

Bilingual & Monolingual Editing

Have an existing translation or document authored in your target language? Our professional linguists will comprehensively review your translated document or original content, making grammatical and stylistic corrections to enhance quality, accuracy and consistency.

Multimedia

Subtitling Service

Enhance your videos with subtitles! Our native-speaking linguists can translate your audio transcript, syncing it seamlessly with your video for a professional touch.

Voiceover

Transform your content for a captivating viewer experience by replacing subtitles with engaging voiceovers in any language. Our expert linguistic team translates your script and ensures it's brought to life by skilled voice actors, tailored to your preferences for age, gender, and tone.

Transcription

Do you have audio content from witness statements, meeting minutes, training videos, etc., that you need transcribed into written form? Our native-speaking team excels in delivering accurate transcripts for various types of content. Regardless of the language, we ensure precise transcripts for seamless translation, subtitling, and voiceovers.

E-Learning

Enhance your e-learning journey with our translation service. We cater to the diverse linguistic needs of your educational content, ensuring accessibility for a wider audience. From courses to multimedia, we provide accurate translations that bridge language gaps, fostering a more inclusive learning environment. Bring your content to learners around the world effortlessly with our reliable translation solutions.

- Online courses and course materials, including syllabuses, lecture notes, study guides, and presentations
- E-books, manuals, and online literature, such as user guides, product handbooks, and help files
- Multimedia presentations and content, including videos, podcasts, and animations
- Webinars and video tutorials
- Interactive content, quizzes and games



Document Authoring & Editing

Discover the art of document authoring & editing, enhanced with language translation expertise. We create and refine your content for global reach, ensuring maximum impact.

Our authoring & editing services cover a range of documents:

- MSDS Documents
- Press Releases
- Policy Manuals
- Scientific Manuscripts



Interpretation

Remote Interpreting

Whether via phone or app, our seamless solution connects you with professional interpreters instantly. Break down language barriers, facilitate smooth conversations, and ensure understanding anytime, anywhere. Elevate your global interactions with our accessible and convenient remote interpreting services. Contact us to set up your company's direct phone number for 24/7 interpreter access.

Onsite Interpreting

Avail our on-site interpreting service and schedule an interpreter for a specific date and time, offering the flexibility to move seamlessly within your setting, be it meetings or plant tours. Experience the convenience of our on-site interpreting, tailored to meet your specific needs.

Conference Interpreting

Enhance your conference setup with our inclusive package, complete with electronic equipment for smooth interpreting. Choose either simultaneous interpretation, happening in real-time, or consecutive interpretation, with well-timed pauses for effective communication. Simplify your conference dynamics with our user-friendly solutions, ensuring a seamless flow of information.

Interpretation

Remote Interpreting Fees

There are no minimum fees or subscription fees. Your calls will be tracked by your dedicated phone line, and invoiced by the minute on a monthly basis.

On-Demand Phone Interpretation		
Language	Price	Unit
Spanish	\$0.80	Per minute
Non-Spanish	\$1.15	Per minute

Language	Price	Unit
Spanish	\$0.80	Per minute
Non-Spanish	\$1.15	Per minute

On-Demand Video Interpretation		
Spanish	\$1.15	Per minute
Non-Spanish	\$1.25	Per minute
American Sign Language (ASL)	\$1.75	Per minute

Spanish	\$1.15	Per minute
Non-Spanish	\$1.25	Per minute
American Sign Language (ASL)	\$1.75	Per minute

Onsite & Conference Interpreting Fees

Get in touch with us to chat about your specific interpretation requirements. We'll compile a detailed proposal tailored to your needs, connecting you with a subject matter expert for your session and ensuring all accommodations are seamlessly arranged for your unique event.



Fees for Additional Services

Our fees are typically quoted based on the individual project specifications.

Service	Fee
Certification	No charge for corporate clients
Notarization	\$20 / document
Notary confirmation	\$20 / document
Postage / shipping	At cost
Education Credential Evaluations	\$70/hr for evaluation including certification (translation fees apply separately)
Transcreation / Copywriting	Varies by language and level of rewrite
Desktop Publishing / Formatting	Hourly (\$70 per hour) - based on individual project requirements
Bilingual / Monolingual Editing	Approx. 20-30% of translation rate per language
Transcription	Hourly (\$70 per hour) – varies by language
Subtitling	Flat fee – varies by complexity
Voiceover	Flat fee – based on voice talent & video editing time
E-Learning	Flat fee – based on time to implement in platform (translation fees apply separately)
Document authoring	Flat fee – based on document type, language, etc.

Minimum Fee for Tanslations

For small projects, we typically apply a moderate minimum fee in accordance with our schedule that considers the number of words and the number of language pairs that are included in your project.

Word Count	Number of Languages	Minimum Fee
300 words to minimum fee word limit	1 - 10	\$70.00
100 to 199 words	1 - 10	\$50.00
0 to 99 words	1 - 10	\$40.00
200 words to minimum fee word limit	>10	\$60.00
100 to 199 words	>10	\$40.00
0 to 99 words	>10	\$35.00

Data Security



Comprehensive data security is a top priority at Apex and our systems have been developed with this specific objective in mind.

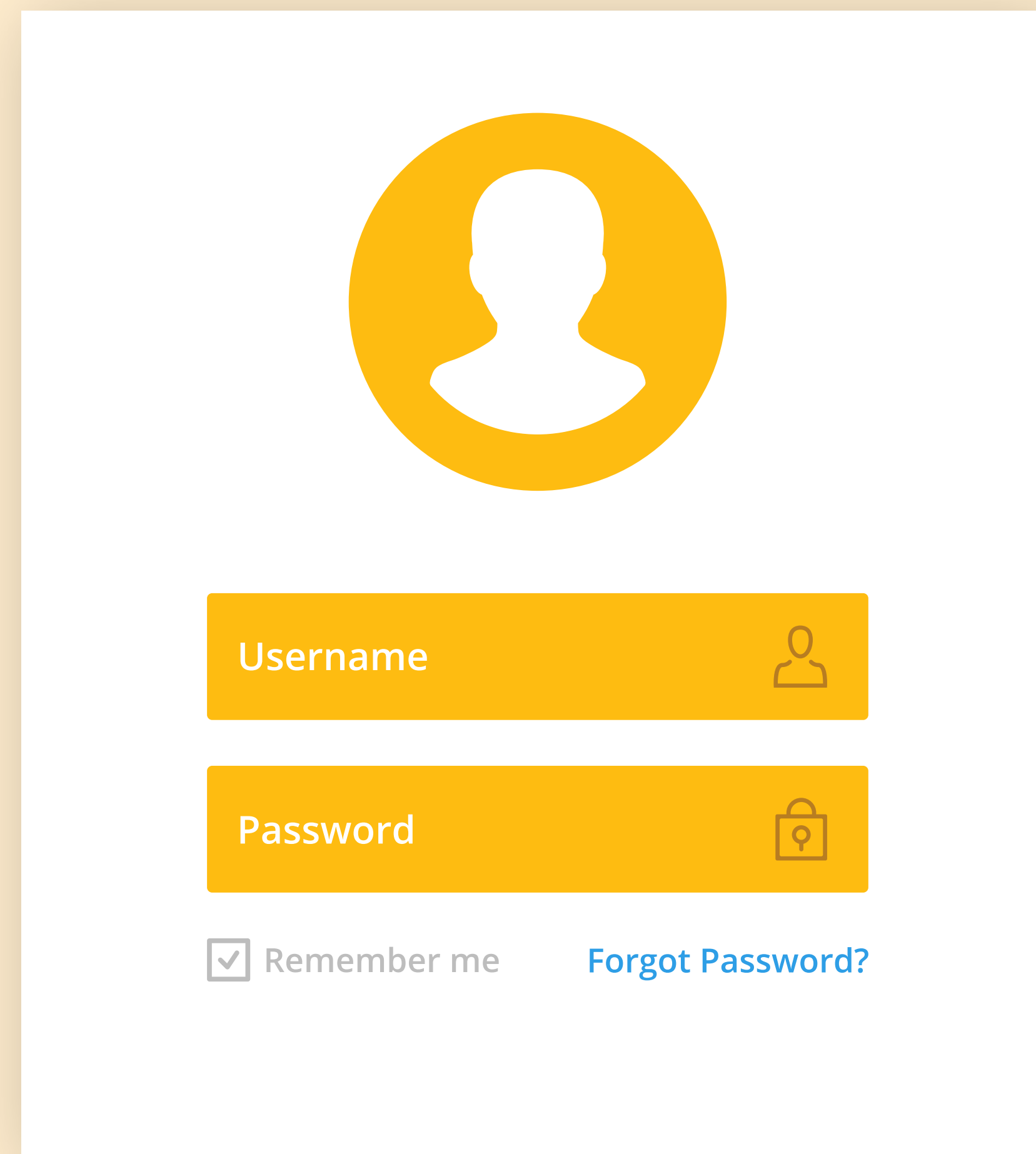
We would be pleased to enter into a non-disclosure agreement (NDA) to protect any confidential proprietary information. All of our employees, contractors, and any other relevant parties are required to sign our non-disclosure agreement.


Should you have any concerns regarding file transfer security, kindly inform us, and we will furnish you with the essential details to ensure secure file exchange utilizing the latest encryption technology.


Data storage - All data protected by AES 256 encryption.


Apex complies with HIPAA (Health Insurance Portability and Accountability Act) Security Rule 45 CFR 160.103 with respect to PHI (Protected Health Information) to prevent use or disclosure of PHI.

Client Portal

A mockup of a client portal login form. It features a large orange circle with a white silhouette of a person's head and shoulders at the top. Below this are two orange input fields: the first is labeled 'Username' and has a small person icon on the right; the second is labeled 'Password' and has a small padlock icon on the right. At the bottom left, there is a checked checkbox followed by the text 'Remember me'. To the right of this is a blue link that says 'Forgot Password?'.



Username 

Password 

☒ Remember me [Forgot Password?](#)

Our state-of-the-art client portal allows you to manage all your projects at your convenience in one secure location. Protecting your data and providing a user-friendly environment stand at the forefront of our commitment to ensuring exceptional customer support.

Experience the full range of benefits that Apex's Client Portal offers:

- Allow one or more users within your company to access and oversee account management
- Upload files and submit requests
- Capture service-related information, such as specific requirements associated with your projects
- Place project orders
- Monitor pending projects and track progress of active projects

INVOICING



Invoicing, Payment Terms & Options

Invoicing

Invoices are generated upon the successful completion of each translation project.

For clients with recurring translation requirements, we provide a convenient monthly payment option. This enables you to receive a consolidated invoice at the end of each month for all translations completed during the preceding month.

Payment Terms:

Our standard payment terms are 30 days net.

Payment Options:

Payments can be made by check, credit card, bank transfer (ACH or Wire), or PayPal.



TECHNOLOGY



Technology Toolbox

Language Asset Management

Our translation memory tools enhance accuracy and consistency by leveraging previously translated text, minimizing time and costs for new projects.

Additionally, we employ terminology management and glossary tools to create and maintain client-specific glossaries, encompassing abbreviations, branded terms, and 'do not translate' lists.

Recognizing the significance of consistent terminology, we tailor our approach to meet your unique preferences across all projects.

Client Style Guides

Your preferences guide our approach. You provide the style specifications, and our linguistic team will diligently adhere to them across all projects. Our thorough quality assurance process ensures your unique style preferences are consistently followed.

Cloud-based Translation Environment

Our cloud-based translation environment tool revolutionizes digital infrastructure, offering unparalleled flexibility and scalability. With seamless accessibility, users can manage and deploy resources effortlessly, optimizing operations and enhancing collaboration. This tool leverages the power of the cloud to provide secure, real-time data access, fostering innovation and adaptability.

Technology Toolbox

Artificial Intelligence

Discover the future of translation with our advanced AI solutions. Embracing artificial intelligence revolutionizes the industry, ensuring efficient, cost-effective, and precise services. Our tools expedite translations, offering swift turnaround and substantial cost savings. Benefit from enhanced consistency, scalability across multiple languages, and improved quality with reduced errors. This transformative technology is boosting productivity and provides a seamless, customized translation experience for our customers.





Don't let language barriers stop
your growth. Reach out to our
linguistic experts to get started

www.apex-translations.com

E-mail: info@apex-translations.com

Phone: 252-791-9902