



TRANSLATION WORKSPACE

Support from GeoWorkz

A Range of Professional Support Options to Maximize the Value of your Translation Workspace Solution

Drawing on more than a decade of localization and translation leadership, the Translation Workspace, powered by Logoport from Lionbridge, provides a comprehensive and sophisticated work environment to streamline the translation process for freelance translators, agencies and enterprises.

Through an on-demand, software-as-a-service (SaaS) architecture and the broad range of productivity features, the Translation Workspace delivers advanced Live Asset™ functionality in a high-performance environment that is easy to adopt, administer and use. What's more, Translation Workspace is available through flexible, pay-for-use subscriptions that deliver immediate value while timing technology spend to your business needs.

Support Resources Committed to Customer Success

GeoWorkz backs its acclaimed translation solutions with an organization-wide commitment to ensuring customer success. That's why we offer a wide variety of resources to optimize Translation Workspace for your business. Browse Translation Workspace's support pages for instant access to free support information, such as FAQs, online training, and registration links for hosted events. If you need more help, our online support form lets you submit questions to our Translation Workspace Support Team. Your success is our priority.

Free Software Updates Keep You Up to Date and Compatible

With your subscription to the Translation Workspace, software updates are included for free! And, they are provided to you and all other subscribers instantly as we roll-out new Translation Workspace capabilities. Every subscriber, anywhere and everywhere, has instant access to the same version of our on-demand, hosted software. No extra money for upgrades. And, no more time and energy spent on coordinating across different versions of on-premise software.

Reference Materials Answer Your Questions

Browse the library of in-depth reference documentation to learn how to get the most from Translation Workspace. These reference materials cover topics for all users, including translators, subscription managers, asset managers, and project support engineers. Our Frequently Asked Questions page features regularly updated content that reflects what customers want to know.

SUPPORT FEATURES

- » Free, automatic software updates
- » 24/7 online support request submission
- » Dedicated Support Team
- » Reference and training materials

FREE BASIC SUPPORT

- » User guides
- » On-line help
- » Streaming training
- » Live, scheduled training led by Lionbridge instructors

EXTENDED SUPPORT PLAN

- » Personalized assistance
- » Advanced feature support
- » All the benefits of free basic support

PROFESSIONAL SERVICES

- » Best-practices consultations
- » Macro and API plug-in development
- » Custom services



Free Online Training - Self Paced and Instructor-Led

Download and view online training for an interactive learning experience. Streaming training courses feature presentations that give you options to launch audio commentary or demos showing the product in use. You can also register for complimentary instructor-led training sessions to hear Lionbridge experts present valuable information in live webcasts – with time for questions and answers.

Self-Service Support Form

Ask questions, request assistance, make suggestions, and give feedback using a simple online Web form. Our dedicated Support Team will communicate directly with you to help you succeed.

Free Basic Support

As part of your subscription, you can leverage all Translation Workspace materials to help you start quickly and access the full potential of our solution. Browse reference materials, on-demand training sessions, and FAQs, or attend live online training sessions hosted by Lionbridge experts.

Extended Support Plan

Become a Translation Workspace expert by adding a support subscription. With the Extended Support Plan, you get personalized assistance with the advanced features of Translation Workspace, such as:

- » Penalty and Premium TM linking
- » Live Asset Aliasing™
- » Permissions management
- » Review management
- » Translation client configuration and usage

Benefit from the extensive knowledge Lionbridge experts can offer on these in-depth topics.

Professional Services

Leapfrog the competition by engaging Lionbridge Professional Services to obtain customized services that address your unique needs. We can explain, demonstrate, and help you implement best practices for localization. We'll work with you to develop custom macros or API plug-ins, or assist with analyzing and troubleshooting your linguistic data.

GeoWorkz.com: The E-Commerce Gateway to Translation Workspace

GeoWorkz is a new business unit within Lionbridge dedicated to bringing the best technology solutions to the translation industry. At the GeoWorkz.com website, we provide comprehensive resources to help you get the most from your Translation Workspace subscription. At GeoWorkz.com, you'll find information, training materials, product tours, free trials, and other resources to get started and improve your productivity. In addition, you can manage your account, track usage, access training, download documentation, and submit questions to the Support Team. Finally, all subscribers access a shared directory making it easy to promote yourself, find service providers and collaborate with other subscribers.

About Lionbridge

Lionbridge Technologies, Inc. (NASDAQ: LIOX) is a provider of translation, development and testing services. Lionbridge combines global resources with proven program management methodologies to serve as an outsource partner throughout a client's product and content lifecycle - from development to translation, testing and maintenance. Global organizations rely on Lionbridge services to increase international market share, speed adoption of global products and content, and enhance their return on enterprise applications and IT system investments.

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