



Communicate with impact
in any language.

oneword.

Your expert partner for professional translation,
localisation, terminology and translation management.



Welcome.

Dear Reader,

In the modern age, global communication is vital to worldwide success. Here in Stuttgart, we are surrounded by a lively and cosmopolitan business community of international companies and technology leaders. As a member of this community, we have been supporting regional and national companies in international markets for more than 15 years. Since our company's foundation in 2004, this blend of tradition and innovation has driven our specialisation in complex translations, advanced technology solutions and that dedication to quality which is so typical of the region of Swabia. Then as now, all these values continue to motivate us and provide us with our vision.

We feel proud to be entrusted with responsibility. It's vital to us to understand what our customers need and to rise to the challenges of today through effective partnerships, excellent quality and expertise.

That's why we invest in quality processes, future key areas of the translation industry and highly qualified team members who make us proud. We believe in the principles of integrity and true partnership with our customers, employees, suppliers and business partners.

We are also very proud of the long-term relationships we have built with our customers, some of whom have been working with us since the very beginning. They have been part of our continual growth and often recommend us to others. Thank you to all of you!



Andrea Modersohn, M.A.,
Managing Partner



Andreas Meisner, M.A.,
Managing Partner



Our vision.

At oneworld we are truly passionate about international communication.

All members of the oneworld family – our employees, our partners and our global network of translator teams – have a shared passion: a love of languages, for bringing people closer together, helping them to be understood and overcoming language barriers.

Our teams in Germany and worldwide work hard every day to help you communicate effectively with people all over the globe and inspire them with your ideas.

We measure our success by your satisfaction and long-term trust, as well as that of our partners and staff. These are the ultimate goals of every project we collaborate on. To achieve this, we need to shoulder responsibility, ensure that communication is transparent and precise, and deliver consistently reliable service.

That's what we stand for here at oneworld.

Did you know ...

... that
12 = 80
?

Because with 12 languages, you can reach over 80% of the world's population online.

(Common Sense Advisory, 2016)

“I love my job because it allows me to combine my passion for languages, international connections and working with people. For me, oneworld opens doors to the world and that's what we want to offer our customers too. We open the door to new parts of the world. This creates exciting new possibilities and successful development for customers and for us.”

Tatjana Dworschak, Project Manager, oneworld





Our mission.

As an ISO-certified language service provider, oneworld offers professional translation and terminology management and tailor-made technology and system solutions for international markets.

Our guidelines.

For successful multilingual communication.

- ▶ Quality and the customer's requirements take top priority in everything we do
- ▶ We offer complete dependability, so you can focus on other tasks
- ▶ If you have special requirements, no problem: we are flexible and will adapt to your specific needs
- ▶ We combine a long-term strategic vision with an eye for detail
- ▶ We handle complex problems efficiently and in flexible teams
- ▶ We treat our customers, partners and colleagues with fairness and integrity
- ▶ Standing still means going backwards, so we continually innovate and develop
- ▶ For us, languages aren't just a job – they are a passion

What our customers say:

"oneworld are an extremely reliable and trustworthy partner, who make us feel well taken care of.

They meet our requirements in terms of quality, expertise, project management and communication in every way.

We are completely satisfied with every aspect of the service – a big 'thank you' to the whole team! It's a pleasure to work with you!"

Karen Koops

Team Leader, Technical
Documentation, Medion AG

MEDION®



“We’ve been working with oneword for more than 10 years, and they have always provided a reliable service for our translation needs. By working together to implement continuous improvements, we benefit from a simple process that allows us to plan with confidence, takes the strain off our day-to-day workload and ensures a high level of quality. We also appreciate the fact that enquiries are dealt with promptly, and the team offers flexibility and knowledgeable advice when we have specific requirements.”

Wolfgang Wagner

Technical Documentation Manager,
Maschinenfabrik Reinhausen
GmbH



8 reasons to work with us.

This is the oneword approach:

- 1 We and our processes are certified in line with ISO 17100, the only valid quality standard for translation
- 2 At oneword, our translation, localisation and terminology processes are tailored to you
- 3 We use complete quality assurance to ensure that your individual quality requirements are met
- 4 Our processes and our advice are transparent
- 5 As a solution engineer, oneword offers system-integrated processes, state-of-the-art tools and effective solution concepts
- 6 Whether big or small, your projects are handled by effective teams of native-speaker core translators and revisers
- 7 Dedicated project managers with language degrees provide individual support and ensure on-time delivery
- 8 We provide feedback with strategic vision



"It's the team spirit and the enthusiastic involvement of every single person in the company, no matter whether they are a project manager or a translation partner, that really impresses me about oneword. We all work together to achieve the very best results – every day, worldwide. The open communication, the closeness to our customers and the fact that you can contribute your own ideas all make oneword special for me."

Nicole Sixdorf, Translation Partner Manager, oneword

We measure our quality by your standards. This applies across the board, from the selection of resources, the qualifications of our translators and in-house team and our technologies, to continuous process optimisation, strategic consulting and long-term partnerships with our customers. We are certified in line with the only internationally valid quality standard for translation,

ISO 17100, which we consistently adhere to and which requires us to provide excellent customer care. As well as applying this standard every single day, we have introduced additional quality assurance measures that give our customers the reassurance of knowing that what they receive is a genuine quality product.

All our services are based on three key principles.

What our customers say:

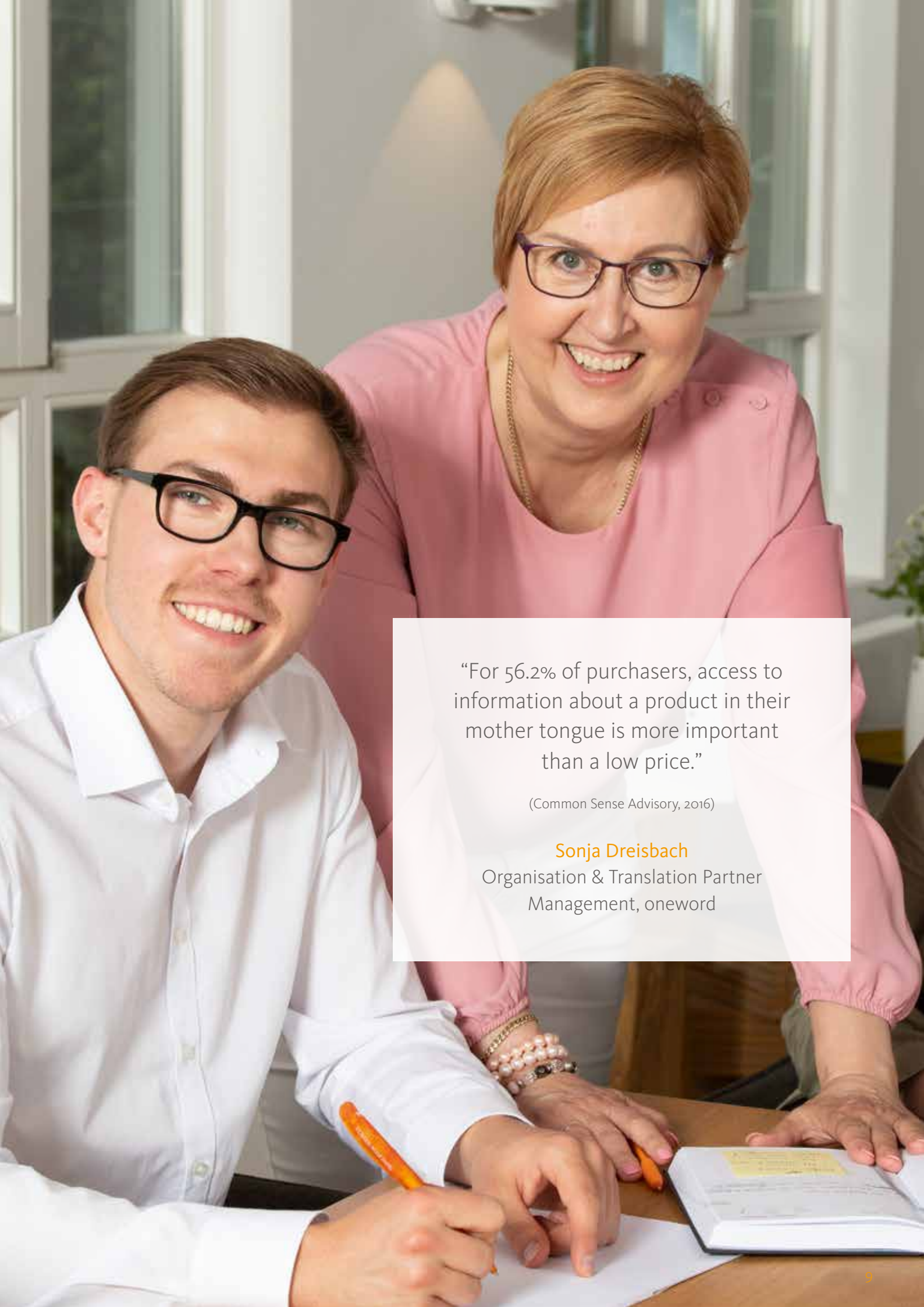
“Once you’ve worked with oneword, you’ll see how good an experience it is. The whole team is so friendly, motivated and dependable. The translations are of an excellent standard. We also value their outstanding specialist knowledge of terminology and continual innovation.”

Steffen Schröder

Translation Services Manager,
PHOENIX CONTACT GmbH & Co. KG

Leave everything to us – with our team’s expertise, your projects are in the best hands. We never take our customers’ trust and confidence for granted. Instead, we work hard every day to provide the reliability and quality of service that means they can always rely on us. The knowledge and experience we have built up over the years, combined with direct communication and regular feedback from our customers, enable us to offer expert advice on processes, translations, tools and technologies. Projects are handled by our team of native-speaker professional translators and project managers, who all have linguistic and academic training. Motivated and dedicated, they will always come up with the optimum solution with one main goal in mind: your satisfaction.

Modern translation technologies make your life easier. Almost every step in the delivery chain can be optimised with modern technologies and solutions. By leveraging the latest tools and technologies, we create an efficient, cost-effective translation management system from which you reap the benefits. As well as traditional forms of translation, we offer innovative services such as machine translation, post-editing and SEO translation. We also work with a select network of partners to develop customised solutions. With this approach, we have already developed and implemented a wide range of tailored complete solutions on behalf of our customers.



“For 56.2% of purchasers, access to information about a product in their mother tongue is more important than a low price.”

(Common Sense Advisory, 2016)

Sonja Dreisbach

Organisation & Translation Partner
Management, oneworld



“We’ve been collaborating with oneworld since 2012. For us as an automotive component supplier, values like flexibility, deadline compliance, quality and adherence to individual agreements are particularly important aspects of a good business relationship. oneworld delivers to a high standard on all these counts. We’re also pleased to have found a translation partner who can look ahead, who has expertise in all stages of the process, and who can suggest and effectively implement new solutions alongside the standard workflow. The oneworld team can also handle more unusual requirements such as exotic language combinations, ad hoc projects and large volumes with short turnaround times.

We’re delighted to have found such a reliable and expert translation partner and to continue working with such a friendly team.”

Dr. Markus Richter

Executive Vice President Corporate
Communications & Investor Relations
HELLA GmbH & Co. KGaA





oneword – one team.

Because translation means
teamwork.

Andrea Modersohn and Andreas Meisner are the Managing Partners of oneword GmbH. Together they set up the independent company in 2004. Since then, the oneword family has grown year on year. We think and work together as a team, even though the majority of our freelance translators are spread across all the continents. Every day, we work together on hundreds of customer projects. And we do all this alongside the numerous DTP, consulting and training services we provide. Our winning formula? Each and every team member contributes their own unique know-how and specialises in a particular area. This allows us to rise to every challenge and respond to even the most complex customer requirements with effective solutions.

The oneword team is dynamic, energetic and interdisciplinary, and we approach innovations and developments in our industry with open-minded interest and enthusiasm. We also nurture an open approach to our customers, partners and employees – with fresh thinking and plenty of courage, determination and confidence.



"At oneword, I really value the fact that everyone is always working to improve. This not only affects the way we think about the services we provide to customers, but also how we organise ourselves in-house, how we structure our working processes, and how we develop the talents of every single employee."

Karin Klein, Project Manager, oneword



Memberships.

Sharing and improving our knowledge.

As well as staying abreast of the latest trends both inside and outside the translation industry, we aim to play an active role in shaping those trends. With this aim in mind, and to continuously develop our strengths, make our mark on the industry and help to accelerate promising developments, we share our knowledge with major players in our own industry and related sectors. This

enables us to offer you tomorrow's solutions today and discuss with you the kinds of solutions that are likely to emerge in the future.



Language connects people.

So does social commitment.

Through its business activities alone, oneworld bears a certain responsibility towards global society – a responsibility that we work hard to fulfil. But there are also other social

projects that are close to our hearts, to which we contribute on a voluntary basis. With each one, we remain true to our vision of promoting fairness and respect and shouldering social responsibility. These are key values in the company's own mission statement and shape everything we do.





“oneword has supported the international children's charity nph deutschland for many years through donations and the provision of free translation services. The professional translators are a huge help and save money which can instead be used to help children. We would like to thank them for their support.”

Monika Stemmer

Public Relations Office,
nph deutschland e. V.



What we do.



Did you know ...

Although highly relevant for 74% of the companies surveyed, only 25% currently invest long-term in company-wide terminology management for impactful customer communication, strong corporate identity and lower translation costs.

(tekomp, Straub, 2015).

As a full-service language service provider, our portfolio ranges from traditional translation, translation management and proofreading to terminology management, workflow optimisation, technical advice, consulting and training. Machine translation, post-editing, SEO translation and localisation are other key services used by our global customers on a day-to-day basis.

We also offer specially designed tools such as the oneTask project portal, the oneReview platform and oneTerm, a terminology service that uses a web-based terminology database. By using state-of-the-art translation software and our own smart tools, we can help you reduce costs in the long term while maintaining consistently high translation quality.

Take a look at the range of services outlined here and get in touch with us to discuss your requirements. We're sure to have the right service for you, or alternatively we can create a tailor-made solution with a combination of interface programming, custom workflows and solution concepts.

Translation & Localisation



Professional translations



Project management
in accordance with ISO 17100



Localisation
SEO translation
Transcreation



Terminology management



Multilingual desktop publishing
Revision
Foreign-language typesetting



Machine translation
Post-editing

Technologies & Solutions



Use of cutting-edge technologies

CAT/localisation systems and
terminology databases



Smart tools

oneTerm terminology service,
oneTask customer portal and
oneReview review platform



Custom solutions

Programming, automation
and workflow optimisation



Consulting

Advice, workshops and
training

Did you know?

Multilingual service means better customer satisfaction and higher sales: 11% of European companies say they have lost a customer at least once due to a lack of language skills.

(Ethno Connect, Lee, 2015)



TourismusMarketing
niedersachsen

“For almost two years, we’ve been placing a large number of translation projects with oneworld. As well as the dependability of their communication and the on-time delivery, what impresses us most is the quality. The fact that the translations are produced with SEO requirements in mind is a particular plus and was an important criterion in choosing them as a service provider.”

Claudia Witte

International Marketing Project Management,
TourismusMarketing Niedersachsen GmbH




“To maintain high quality standards, our translation management process is based on certified processes which are continually evaluated and optimised. Day in, day out, our 30-strong translation management team ensures that we comply with the standardised quality processes defined in ISO 17100.”

Eva-Maria Tillmann, Head of Quality Management, oneworld

The hallmarks of our quality.





The kind of expertise
that comes from
decades of experience.

A translation agency based in Stuttgart –
at home in many industries throughout the
world thanks to our international customers.

Since our company's foundation in 2004,
our customer base has been growing steadily year on year.

Today, oneworld has a broad clientele representing various sectors of industry, consumer goods, science, research and the public sector. Initially, oneworld gained its unique wealth of experience through working on projects with customers in the automobile, electrical engineering and mechanical engineering industries. From the outset, we have therefore specialised in technical documentation and specialised translations.

Thanks to the many and varied skills, flexibility and lively curiosity of our workforce, oneworld has been able to continually expand its customer base. For example, in addition to providing technical documentation, we now support customers in the software, high-tech and lifestyle industries with marketing communication and in building a consistent multilingual brand image.

We are also an experienced partner to public-sector organisations. For example, we support research, scientific and economic institutions in communicating their activities in multiple languages.



Did you know ...

Monolingual websites do not reach even a quarter of all worldwide users in their preferred language.

(Common Sense Advisory, Sargent, 2012)

Over 300 customers already
rely on us.

MEDION®

 Avira

 Deutsche Messe



 **Metrohm**
International Headquarters

Deutsche Leasing 

DAIMLER

 **team
technik**
PRODUCTION TECHNOLOGY



sage

illig®

Schwan  STABILO

 **coperion**
confidence through partnership

KOSTAL



**BACH
MANN**



 **PHOENIX
CONTACT**
INSPIRING INNOVATIONS

 **STÖBER**



**ANNEMARIE
BÖRLIND**
NATURAL BEAUTY


CHANEL

DFG



We offer 70 languages and
over 160 language combinations.

Americas and Oceania

English for Canada, USA,
New Zealand and Australia,
French for Canada,
Spanish for South America,
Portuguese for Brazil

Western Europe

Basque, English (UK), Flemish,
Catalan, Dutch, French, Italian,
German, Polish, Portuguese,
Spanish

Northern Europe

Danish, Finnish, Icelandic,
Gaelic, Norwegian, Swedish,
Welsh

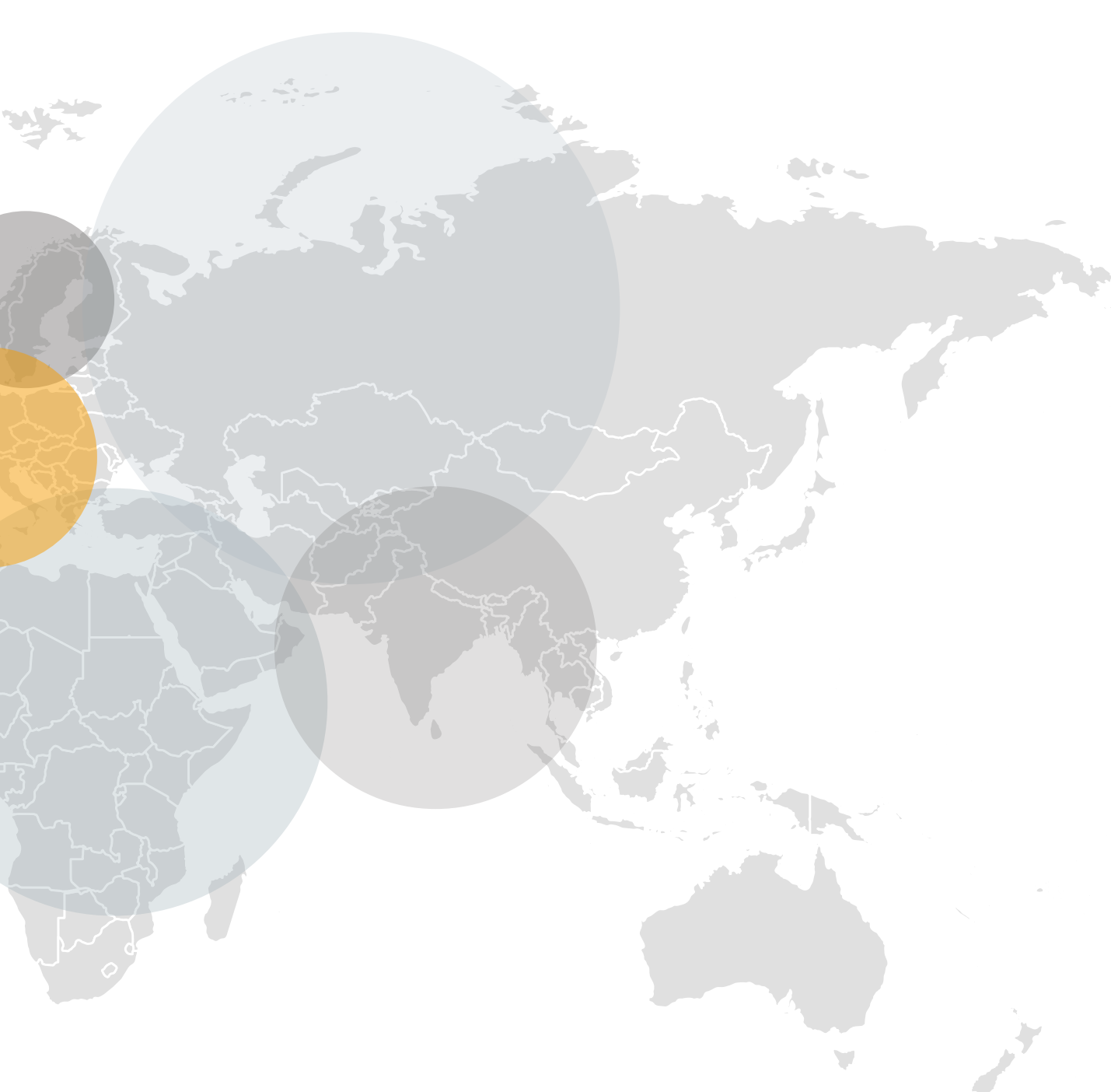
Central and Eastern Europe

Albanian, Belarusian, Bosnian,
Bulgarian, Croatian, Czech, Esto-
nian, Georgian, Greek, Hungarian,
Latvian, Lithuanian, Macedonian,
Maltese, Montenegrin, Romanian,

Russian, Serbian, Slovakian, Slove-
nian, Ukrainian

Asia

Arabic, Armenian,
Azerbaijani, Bengali, Burmese,
Chinese, Dari, Farsi, Hebrew,
Hindi, Japanese, Kyrgyz, Korean,
Kurdish, Indonesian, Malay,
Mongolian, Tamil, Thai, Turkish,
Urdu, Uzbek, Vietnamese



Africa

Afrikaans, Aramaic, Hausa,
Kinyarwanda, Kirundi, Igbo,
Mandingo, Oromo, Swahili, Twi,
Yoruba, Zulu

Your language isn't listed here?

We'll be happy to advise you and provide
you with a detailed list.



Did you know ...

Surveys show that 9 out of 10
shoppers prefer to buy products
adapted to their market. This
makes international SEO crucially
important to international sales of
your products and services.

(Common Sense Advisory, 2018)

An aerial photograph of London at sunset. The Shard is a prominent glass skyscraper on the left, reflecting the orange and blue light of the sky. The River Thames flows through the center, with the Tower Bridge spanning it. Several boats are visible on the water, including a large ferry in the foreground. The city skyline is visible in the background, with various buildings and structures illuminated by the low sun.

I can honestly
say it's a pleasure to work
within the oneworld team. Their ap-
proach to the whole translation process
is professional, efficient and quality-fo-
cused. The project managers are always there
if I have questions and you feel as though
everyone is working together to deliver the
best possible product to you – our client.

Gillian

English translator (UK)
for marketing



Get in touch with us today.

A partnership with oneword is always a good choice...

... because you benefit from our strengths and experience. We are:

- » ISO 17100-certified and quality-focused:
We offer the highest possible quality in everything we do
- » forward-looking: Your text works because we have years of experience in your market
- » service-oriented: Your needs and challenges take highest priority
- » close to the customer: Your personal contact person takes care of your individual requirements
- » flexible: We work with more than 80 file formats and adapt to your particular workflow
- » cost-effective: Thanks to state-of-the-art technologies, you save money from the very first project
- » deadline-compliant: Your deadline is our deadline
- » committed to data security: We handle your data professionally and keep it safely under lock and key at all times

How to contact us:

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