

**Dear valued customers, partners and colleagues,**

2015 is just around the corner. As we bid a fond farewell to the old and usher in the new, I, on behalf of the company's management team, would like to give thanks to the employees for their hard work, and our customers and partners for their trust and support.

As competition in the Chinese translation and localization industry is intensifying, iLen has been reflecting on its experiences in 2014. From cooperating with our clients, we have learned that many who choose our services are very quality focused and usually require more rigorous QA procedures, such as third-party or in-country reviews. Other clients are more price sensitive and only require quick spot-checks, so it's sometimes difficult for them to see our added value. Keeping both of these types of client happy can be a challenge so we are driven to ask: should we continue to adhere to our high quality standards, or should we compromise on quality in order to increase our competitiveness against low-cost providers? This also leads us to a deeper question: what do we work for exactly?

At iLen, we think we have the answer: we are working for our clients and our employers, but more importantly, for ourselves. Working is more than just making money; it's also an opportunity to realize our personal values. We need to try our best to provide high quality translations regardless of whether in-country or third-party reviewers are involved. This is the philosophy that iLen wants every employee to keep in mind. Although we set up multiple processes to ensure the quality of our projects, we want everyone at each stage of the process to regard themselves as a last step. Strict self-discipline in unsupervised situations is one of the essential qualities of our winning team.

Because of this commitment to high quality, iLen saw off some challenging competition and embraced new growth in 2014. We are fully committed to upholding our philosophy of "Quality and Client Satisfaction comes first" and look forward to a fruitful 2015 with all our partners. We are thankful you are part of our journey!

Merry Christmas and a Happy New Year!

Best regards,  
Windy Wu  
Operations Manager



## Services Provided

- Translation
- Software Localization
- Web Localization
- Multimedia Localization
- Localization Engineering
- Multilingual Desktop Publishing
- Interpretation
- Software Development & Testing

## Our Main Language Pairs

### English into Target Languages

Simplified Chinese	Indonesian
Traditional Chinese	Malay
Japanese	Vietnamese
Korean	Tamil
Thai	

### Source Languages into Chinese

German	Korean
Spanish	Japanese
French	

### Chinese into Target Languages

English	Korean
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## CAT Tools

SDL Trados 2007	SDL Trados Studio
SDLX	XTM
Catalyst	Passolo
MemoQ	DejaVu
Wordfast	Heartsome
Transit	Across

## DTP Applications

Adobe InDesign	Microsoft Word
Adobe FrameMaker	Microsoft Powerpoint
Adobe Illustrator	Microsoft Excel
Adobe Photoshop	Microsoft Publisher
Coral Draw	Quark Xpress

## Quality Certificates



## Office Hours

9AM - 6PM GMT+8  
Monday - Friday

### iLen Headquarters

Room 15A, Unit 2, Tower 6, Time City (Xian Dai Cheng),  
Nanguang Road, Nanshan District,  
Shenzhen, China 518054

### iLen Chengdu

Room 604, Building 1, Idealism Center, No.38,  
Tianyi Street, High-Tech Zone,  
Chengdu, China 610017

## Corporate Social Responsibility

### Ongoing Aid for People in Mountainous Areas



At the end of November, more winter clothes donated by iLen employees from Shenzhen and Chengdu were delivered to Yi Autonomous Prefecture in Liangshan, Sichuan Province. This was the third batch of donations since 2012 when we began to collect winter clothes for donating to Liangshan. This initiative recycles unused clothes and helps those living in high-altitude areas to survive through cold winters. In addition, it helps our colleagues and others to pay more attention to environmental and social concerns. Therefore, the winter clothes donation has become an annual activity at iLen.



While reaching out to the people living in mountainous areas, we realized that the children were not only eager for warm clothes but also for knowledge. We have subsequently paid more attention to the learning and development of these children in addition to donating clothes. In June 2014, we called for book and stationery donations and sent these out to the mountain communities. This winter, we received pictures of the children reading and enjoying their gifts. It was a lovely surprise and we look forward to conducting similar activities in the future.

## Testimonials

Few weeks ago our top management had a meeting with the client on the Client premises and we received a lot of compliments on the high quality work and the high quality cooperation as such. So we just want to say thank you to all of you for doing a great job. It was a real pleasure to attend a meeting where the top management dropped around to personally thank us for all the good work we have been doing for them. They do appreciate the quick turnaround times we can handle as well as they recognise and acknowledge the high quality work that we deliver. Thank you to all of you, this is a team work and it could not have been done without your help and dedication.

-- By Magdalena Bardalińska, Argos Translations

I just wanted to let you know that the client hasn't changed a word when proofreading the two texts you translated into Korean: they were two transcripts from videos.

-- By Elodie FUSARO, Amaia Traduction

The client chose us, thanks to your excellent translations! :-)

-- By Gudrun Rahn, ADAPT Localization Services GmbH

## Team Corner

### Meet-up in Dali to Enjoy the Warm Sunshine Together

One year after the last meet-up, employees of Shenzhen headquarters and Chengdu branch traveled to Dali to meet each other again. The distance between Shenzhen and Chengdu is more than 2000 kilometers. Although the employees of the two locations cannot be together every day, we know each other well. Annual team building is a great opportunity for us to be together and to strengthen our connection to each other. During the tour, we enjoyed beautiful views of Erhai Lake, visited the ancient city and climbed Cangshan Mountain.



We enjoyed the warmth of the Dali sunshine and of friendships renewed. The experience proved that distance is no barrier for creating a strong and cohesive team.

