

Online Translation Manager



WHAT IS OTM?

The Online Translation Manager (OTM) is business software for language service providers, including sole proprietors, teams, agencies and language service departments.

OTM is a software service available on the Internet around the clock, enabling simple, reliable, multilingual collaboration between your company's customers, employees and resources in the global network.



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OTM is a proven, robust solution which has been used productively for many years. Currently, there are more than 10,000 users of OTM.

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The Online Translation Manager (OTM) helps you achieve greater productivity with significantly less overhead, sustained quality improvements and maximum data security.



Integrated main features

- Customer and resource management
- File management
- E-mail
- Quality management
- Comprehensive data security
- Customizable corporate identity and standard texts
- Customer relationship management (CRM)
- Risk management
- Bookkeeping
- Statistics

HIGHLIGHTS

- Cost saving
- Easy to use
- Multilingual
- Multi-currency
- Data security
- No software installation
- Attractive pricing

PROCESS CHAIN

OTM controls and manages project process workflows for translation, editing, localization and desktop publishing. It's software as a service (SaaS), an expert system that's simple to operate and is available around the clock. All you need is an Internet connection.

The [e-mail correspondence](#) is fully integrated and documented in each project.

[Files](#) are saved automatically with their associated projects. Different versions of files are labeled.

OTM also integrates tasks for risk management, customer relationship management and administration of invoices and credit notes.

Customer quote request

Quotation

Order placement by the customer

Order confirmation

Job assignment

Language service provision

Quality control

Correction cycle

Quality control

Delivery to the customer

Invoicing / Remuneration

Project conclusion

Project management

Online access for project managers and supervisors



Selected features

- Receive and process customer quote requests
- Compose and send quotations
- Receive customer orders
- Create, post and assign jobs
- Send and receive project-related files
- Send and receive project-related e-mail
- Create and send invoices

Encrypted Internet connection

No software installation required!

OTM project manager navigation menu

Task Board	Customers	Resources	Reports
Quotations	Create new project	My company	Bookkee
Orders	Create new customer	User preferences	Administ

THE PROJECT MANAGER'S PERSPECTIVE:

- *“OTM is ‘software as a service’ which gives me access to all my projects, all the time, no matter where I am.”*
- *“I can respond in detail very quickly to new inquiries from customers with professional, custom quotations”*
- *“OTM provides me with a clear overview of all the projects I manage. Structured processes ensure that all requirements are met and things run smoothly.”*
- *“Automated notifications and color cues help keep me on top of things, and adaptable, standardized correspondence templates save me time and ensure that all key points and processes are covered.”*
- *“Efficient processes for job assignment enable timely, profitable handling and minimize the frequency of errors – particularly with complex projects with many files, line items and jobs.”*
- *“Integrated billing based on the line items in the quotation ensures that invoicing is quick, simple and transparent. This promotes timely settlement and protects the liquidity of my company.”*

Administration

Online access for administrators and accountants



Selected features

- Manage user accounts
- Manage customers
- Manage resources
- Set preferences for business details, e-mail, languages, project parameters, credit limits (to manage risk), currencies, taxes, invoices, credit notes, payments and more
- Customize OTM with your corporate identity elements (logos, letterhead, etc.), list reference customers in your company profile, publish your OTM web pages, edit company-specific text modules, add terms and conditions of business and more
- Access business statistics
- Access the OTM bookkeeping module with its accounting overview (debits and credits including payment status, data export, etc.)
- Manage and publish customer testimonials and your company's customer satisfaction barometer; generate discount vouchers for promotional purposes and more

Encrypted Internet connection

No software installation required!

THE BUSINESS ADMINISTRATOR'S PERSPECTIVE:

- *“OTM enables me to work with multiple languages and currencies at the same time.”*
- *“As the administrator, I set up my company's users and assign the access rights they need for their work. This enables me to organize a structure of distributed responsibility and ensure that users can access only the functions intended for their individual roles.”*
- *“With just a few clicks, I can define which project manager works on what projects and who takes over in case of illness or vacation.”*
- *“OTM provides me with many standardized texts for correspondence and e-mail as well as text modules I can adapt to meet my company's needs.”*
- *“Existing resources can be transferred easily to the system. New applications using an online form are possible. And all my resource information is available only to my company.”*
- *“With the OTM accounting module, I can easily keep an overview to manage unpaid receivables and payable vouchers for resources.”*
- *“In short, OTM helps me keep an eye on all the processes relevant to my business.”*

OTM web pages

*Your multilingual OTM web site –
a free option for better business*



Selected features

- Manage and edit all pages in the OTM administration module. No HTML skills required!
- The navigation menu texts can be adapted as you like.
- There are many colored templates to choose from.
- Data from the quote request and freelancer application web forms are sent confidentially via an SSL-encrypted connection.

We ensure that your OTM web site will be found on the Internet.

If you don't want to use the OTM web pages, the request form and customer evaluations page can also be integrated easily in your existing web site.

Logo

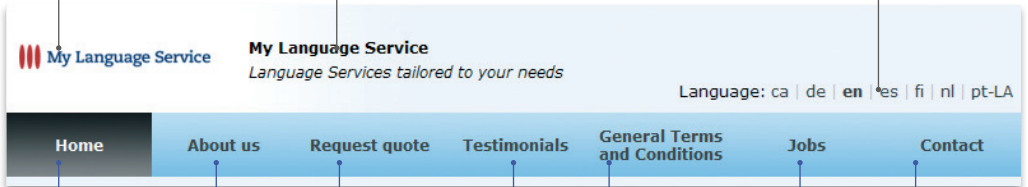
Space for your logo.

Slogan

Space for your company's slogan.

Multilingual content

Your OTM web pages are offered in all the languages you choose to activate.



This is a place to greet your customers and offer a brief introduction.

This form is used by customers to send quote requests (SSL-encrypted).

A page for publishing your general terms and conditions of business.

The page with your contact data and relevant information on the legal form of your company.

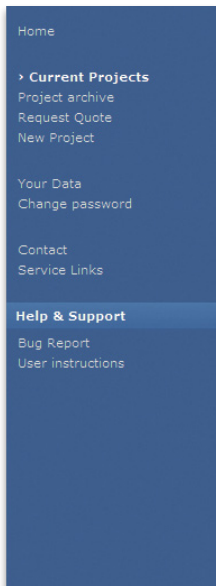
The page for introducing your company.

Selected customer evaluations can be published on this page.

Make this page available if you would like to receive online applications from freelancers (SSL-encrypted).

Customer service pages

Online access for customers



Using their OTM service web site, your customers can...

- opt in or out for individual OTM service pages
- track current project status
- start new projects
- order online
- upload and download project files securely
- communicate securely using integrated e-mail features
- store projects securely long-term
- express opinions about your company (assess projects)

Encrypted Internet connection

No software installation required!

THE CUSTOMER'S PERSPECTIVE:

- “With OTM, I benefit from a clear, simple workflow.”
- “My service pages in OTM are a secure place for me to send files and receive deliveries that are safe from unauthorized access.”
- “The integrated quotation request form on my service pages helps me provide my LSP with everything needed to do the job right.”
- “It’s easy to place orders online, and I can check on the progress of the project at any time.”

The screenshot displays the 'Konrad Kunde - Overview - Job offers / OTM Res - Mozilla Firefox' browser window. The page title is 'Konrad Kunde - Current Projects...'. The main content area is titled 'My Language Service' and includes a navigation menu on the left with options like 'Home', 'Current Projects', 'Recent Quota', 'Your Data', 'Contact', 'Help & Support', and 'Bug Report'. The main content is divided into two sections: 'Orders' and 'Quotations'. The 'Orders' section shows a table with columns for Project No., Project Value, Project managers, and Anticipated Deadline. The 'Quotations' section shows a table with columns for Project No., Quote Value, and Project managers. Both sections include details for 'Mr. Konrad Kunde' and 'Max Manager'.

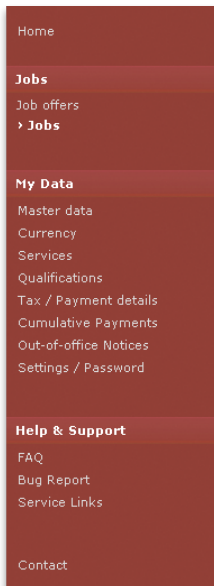
Project No.	Project Value	Project managers	Anticipated Deadline
DEH1200-4	3,900.00 EUR	Max Manager [Send e-mail]	Aug 16, 2010

Project No.	Quote Value	Project managers
DEH1200-3-A	3,500.00 EUR	Max Manager [Send e-mail]

Customer service pages
overview of current projects

Resource service pages

Online access to jobs for in-house staff, freelancers and contracting LSPs



Using their OTM service web site, resources can...

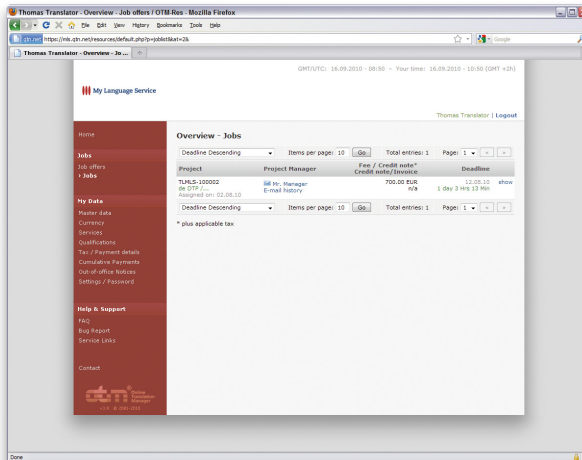
- accept or decline jobs
- download and upload project files securely
- communicate securely with the integrated e-mail features
- manage jobs, with e-mails and files readily available
- generate invoices for assigned jobs

Encrypted Internet connection

No software installation required!

THE RESOURCE'S PERSPECTIVE:

- “OTM means a clear overview and transparency for me: all the data and project information can be found and verified on my service pages.”
- “Before accepting a job I know exactly what is expected – this saves a lot of time for coordination and avoids misunderstandings.”
- “The integrated scheduling and reminder functions support me in planning.”
- “After I've delivered and the project is concluded, I receive a credit note from my customer automatically. It can't get any simpler. And if an LSP doesn't offer this service, I can generate my own invoice with just a few clicks.”



The screenshot shows a web browser window displaying the 'My Language Service' overview page. The page title is 'Thomas Translator - Overview - Job offers / OTM Res - Mozilla Firefox'. The URL is 'https://www.otm.net/resources/MailAuth.php?y=goldstein-26'. The page content includes a navigation menu on the left with sections like 'Home', 'Jobs', 'My Data', 'Help & Support', and 'Contact'. The main content area is titled 'Overview - Jobs' and features a table of job offers. The table has columns for 'Project', 'Project Manager', 'Hour / Credit note / Credit note / Invoice', and 'Deadline'. The first row shows a job with 'Project: 200002', 'Project Manager: Manager', 'Hour / Credit note / Credit note / Invoice: 700.00 EUR', and 'Deadline: 10.01.10'. Below the table, there are filters for 'Deadline Descending', 'Items per page: 10', and 'Total entries: 1'. A note at the bottom of the table states '* plus applicable tax'.

Resource service pages
overview of jobs

Quality management

in compliance with ISO 9001



The quality management features of OTM software are integrated smoothly in the workflow and promote ongoing, sustainable improvement of all quality criteria.



OTM enables extremely fast responses to project requests such as quotations or changes to a project.

OTM encourages good business practices. This includes creating invoices and credit notes

without mistakes – with all the tax information required – as well as process support for all legally relevant workflows, such as customer order placement and assignments to independent service providers.



OTM provides the highest security for communications and data transmission.

Your data are safe in OTM and can only be accessed by authorized persons in your company.

Data transmission

OTM guarantees certified, safe data transmission via the Internet using 256-bit encryption – the strongest level of encryption for you, your customers and your resources.

Thus data transferred from your computer to the OTM servers are protected from unauthorized access. The same level of security applies to file uploads and downloads by customers and freelancers.

Data storage

Your data aren't simply "somewhere on the Internet". They are kept safe on OTM's servers, housed in the high-security area of a data

center in Germany with multiple (redundant) backup copies created automatically.

Your data, files and project-related e-mail correspondence are guarded securely at all times against physical intrusion and catastrophes.

Additional security measures

A team of IT security specialists monitors the OTM hardware infrastructure constantly, and intrusion tests are also conducted regularly.

The entire OTM system is protected against unauthorized access.

SOFTWARE LICENSE

OTM license

Software as a Service

Free trial period	<i>30 days</i>
Setup fee	<i>no</i>
OTM update costs	<i>no</i>
Minimum contract term	<i>no</i>
Number of OTM web interfaces (logins) for project managers, administrators, supervisors, etc.	<i>unlimited</i>
Number of OTM web interfaces for customers	<i>unlimited</i>
Number of OTM web interfaces for freelancers	<i>unlimited</i>
OTM web pages	
Individual subdomain (<i>mycompany.qtn.net</i>)	<i>yes</i>
Multilingual web pages: Home – Contact – About Us – Testimonials – Terms and Conditions	<i>yes (if desired)</i>
Customer web form for quote requests	<i>yes</i>
Freelance application web form	<i>yes</i>
Data transfer	<i>included</i>
Automatic data protection (backup)	<i>yes</i>
Secure internet connection (SSL certificate)	<i>yes</i>
OTM online availability (minimum)	99.5%
OTM support	<i>yes</i>

License options and costs		Business
Login (project manager, administrator, accounting, etc.) per login per month		EUR 68
Login for customers (service pages)		<i>no charge</i>
Login for freelancers (service pages)		<i>no charge</i>
Job allocation to freelancers, employees or other (per job)		<i>no charge</i>

License terms and conditions

Each OTM license is associated with a company or a sole proprietorship. The license may not be transferred, loaned or sold to a third party.

License invoicing

A detailed listing of the current license fees can be viewed at any time on your OTM administration pages. The monthly invoices are also available to download as PDF files for accounting purposes.

Payment terms

Invoices are issued by LSPnet GmbH on the first day of each month for the period covering the prior month. Invoices are to be paid within 10 days.

Payment can be made by credit card, direct debit (currently in Germany only), PayPal® and Moneybookers®.



Test OTM for free



CONTACT

“Small to mid-sized language service providers account for about 75% of global turnover in the language industry.

With the Online Translation Manager, we offer this group of users a simple-to-use online business platform with the aim of motivating them to develop their business potential and use the software efficiently for collaboration around the world.”

ULRICH SCHEFFLER, CEO OF LSP.NET



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LSP.net provides business solutions and quality management for the language industry.

The team at LSP.net GmbH comprises project managers, linguists, business people, legal experts and IT professionals, all with many years of experience in the language industry.

For more information, please visit www.LSP.net