



Axeda Systems

1. How long have you been working with this vendor?

Axeda has been working with A2Z Global since September 2001. The person who recommended A2Z Global has been working with them for several years.

2. Is this vendor delivering multiple projects types for your company?

Yes. A2Z is delivering documentation in PDF format as well as online help in WinHelp and web-based format. They are also delivering software translation (C++ application and JSP-based applications).

3. How accurate have you found the quoting process of this vendor?

The quoting process of this vendor is thorough, broken down into all the major components for each document (not just a document type). It is based on the documentation that you supply, so its accuracy depends on how many words are added to the documentation between the request for a quote and the actual delivery to A2Z Global of documentation to be translated. If the documents remain the same, the estimate is highly accurate. You can also use their formulas to determine what the delta would be as you change your documents.

4. Have you experienced any delivery delays in working with this vendor?

No.

5. Are there any languages you have found to be problematic?

We have only translated into Japanese so far. Languages such as Norwegian can be "problematic" for user interfaces that do not have enough room for growth in them. There are published figures available that can help you determine how much extra space is needed in a GUI for target languages. A2Z Global has software engineers who are skilled in resizing dialog boxes so that any language can be accommodated. If you plan ahead, then you won't need to pay them to do it.

6. Are you using any of this vendor's proprietary tools?

This vendor does not use "proprietary tools." They use standard technical documentation tools (FrameMaker, RoboHELP, and so on) as well as standard translation tools and software development tools (IDEs).

7. How would you rate project management skills on a scale of 1-5? (5 being the highest)

5

8. How would you rate Communication skills on a scale of 1-5? (5 being the highest)

10 - they are WONDERFUL!

9. Would you recommend this vendor to another potential customer?

Absolutely!