RWS

Trados Business Manager®

Helping you manage and organize your translation business more easily

All you need to manage your translation agency, at your fingertips

Keeping track of jobs, managing customer and vendor details, reporting, creating and sending accurate invoices are all vital operational tasks in running a translation business, but they take time away from what matters most – delivering high-quality translations, fast.

Managing these business tasks in a transparent, efficient and error-free manner without a dedicated solution can be challenging. Trados Business Manager takes away the pain of these daily business tasks with a dedicated environment that helps you to speed up and improve processes, and gives you back time to focus on your core business.

With a scalable solution built for individual translators, agencies and corporate translation teams alike, our business management software meets the specific demands of the localization industry.

Trados Business Manager can be installed on a server on-premises or as a private hosted solution managed by RWS. And to boost your efficiency further, it is designed to work smoothly with Trados Studio, Trados GroupShare and Trados Live Team.

Trados Business Manager offers complete tracking of a translation job – from start to finish.

It ensures you:

- Organize projects effectively
- Take care of accounting tasks
- Report on your business performance
- Have transparency across your company

Eliminate manual processes

Trados Business Manager makes handling administrative tasks a breeze. Gone are the days of managing customer and vendor data or calculating quotes in Microsoft Excel spreadsheets. With centralized client and vendor data easily accessible by everyone in the team, instant access to accurate project requirements, and a tracking system to manage payments, administrative tasks become a whole lot easier to manage.

Centralized contact management

Nearly every translation business has to store client data of some description – whether it's information about your direct clients, agencies you work with, or internal translation departments that you service. With Trados Business Manager, you can manage and store all your client data in one place. Centralized information can include customer logos, custom price lists, payment terms, language pairs, individual preferences and contact information – enabling you to automatically make use of default customer information when preparing quotes and invoices.

You can also manage and store contact information for any vendors you work with, and details can be quickly added – such as languages, prices and services provided.

What's more, Trados Business Manager can make smart job assignment recommendations based on the characteristics of the work and the capabilities of your translators. It takes into consideration your vendors' past performance (rate and track the quality of each and every job your vendors complete) and their availability – speeding up your daily project management tasks even further.

Fast and easy quoting

Quotes can be quickly and easily generated using the automatic calculations (or analysis reports) produced by your Trados solutions' data or other computer-assisted translation (CAT) tools – removing the laborious process of calculating costs by hand. Analysis reports detail the number and type of translation memory matches found for the files in your project, splitting the results into 100%, fuzzy matches and non-translatable items, so you are able to scope the work involved more quickly.

Combining this information with individual customer rates, Trados Business Manager can automatically provide an accurate quote based on time and effort. All quotes can be customized and localized per customer in line with your business branding and requirements.

Once ready, quotes can be sent to customers through a customer portal, or from the integrated email sender available in Trados Business Manager, ensuring they are handled efficiently.

Simple invoicing

Invoices will never be forgotten with simple invoice management and tracking. Based on a customer's settings, invoices are created in just a few clicks from your existing quotes. Invoices can be produced using a flexible batch invoicing function – even across multiple client-specific projects. You can then generate client-specific invoices from fully customizable and localizable templates. You can also monitor your accounting with tracking of incoming and outgoing invoices and the option to manage your accounts in multiple currencies.

Team visibility

Working from the same information is vital for success. Trados Business Manager offers a shared and searchable database of invoices, payments, jobs, reports and clients – all available at your team's fingertips.

The solution gives you visibility of past and current projects and you can use powerful and easy-to-use data filtering and search features to only display necessary information. In addition, real-time notifications immediately notify active users of any actions performed within the system – for example, when a new project is created or completed. This allows users to stay up to date and informed at all times.

Personalize your workspace

Make your business management software work for you by personalizing your Trados Business Manager environment to suit your unique working requirements.

Customizable dashboard

Our customizable dashboard gives you instant visibility of all the key translation project information in one central place – providing you with full control of jobs and making it easier to manage multiple translation projects.

The dashboard helps you to keep track of jobs with upcoming deadlines, unpaid invoices and sent quotes. This can be customized to show only the information you want – enabling you to keep an eye on what's important and handle your projects in a stress-free way.

Make more informed decisions

Trados Business Manager offers an easy way to help you measure the performance of your business against your current goals, in real-time, with built-in reports and analysis capabilities. Each report can be presented on an easy-to-read dashboard, which includes customizable charts, summary tables, maps and gauges. Information vital to your business, such as profit margins, translation volumes and uninvoiced jobs per customer, can be tracked easily. You can also add your own custom fields into Trados Business Manager to track information specific to your company and report on them. For complete transparency, reports and dashboards can be shared throughout your company, helping your business become more efficient.

Customizable views

With built-in role assignment it's easy to tailor user's views within Trados Business Manager. Not only can administrators restrict the information each user can see through the use of custom roles, but they can also decide how it is displayed – views can be customized per user, per role type or across the whole platform. With this level of customization, administrators can, for example, create different lists, add new custom fields for specific clients to select in the vendor portal, and design new data entry forms and dashboard layouts – enabling you to tailor each user's experience as required.

Customize with APIs

Further customize your Trados Business Manager tool by accessing our comprehensive set of APIs, which provide access to all of the available resources in the database. For example, with our APIs, you will be able to integrate your accounting system with Trados Business Manager.

Simplify processes with portals and integrations

Improve overall business efficiency for everyone in your supply chain with customer and vendor portals, as well as deep integrations with your translation and project management solutions.

Customer portal for job requests

Spend less time processing customer job orders via email and instead receive requests through dedicated customer portals.

Customers can submit jobs and send you files and information directly within the Trados Business Manager system from any web-enabled device. Through the portal, you can then send your quote (removing the additional administrative work of communicating by email), which your customer can simply accept or reject – plus you can send direct messages to discuss the job in question and deliver final translation files and invoices.

Both you and your customers can benefit from a more seamless, transparent service experience and see jobs progress in real-time, as well as view any past orders.

Easy outsourcing via a vendor portal

Trados Business Manager can also streamline the process of outsourcing jobs to external translators or agencies, bringing all the necessary tasks into one tool.

Through the vendor portal, you can easily send job offers, issue purchase orders, control deadlines and manage invoices and payments through the portal. Vendors can then provide all their vendor information (saving you from entering it into the system manually), mark their availability for job offers, download job files, deliver finalized jobs and register invoices for them.

Deep integration with Trados solutions

Trados Business Manager works smoothly with Trados Studio, Trados GroupShare and Trados Live Team, allowing you to create projects, import analysis reports, manage vendors, change phases in a few clicks, as well as easily track the status of projects.

Secure data access

The security system built into Trados Business Manager ensures nobody has access to information stored in the database, such as customer price lists, that they shouldn't have. To help protect your data, the flexible and comprehensive system, based on users and roles, gives tight control over who can access information. By assigning roles with specific permissions, managers, users, clients and vendors can have their own access rights.

For more information:

LSPs and freelancers:
trados.com/businessmanager

Corporations:
rws.com/businessmanager

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our customers to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: **www.rws.com**