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# Axeda

## To Whom It May Concern:

I am writing to recommend A2Z Global as an excellent choice (if not the best choice) as a partner in the internationalization and localization of your products. Axeda Systems is a software vendor, and this year, we embarked on projects to internationalize our software and documentation. As you may know, it is a complex process, but A2Z made it go smoothly for us. Their technical expertise and extremely talented pool of translators, editors, and engineers helped us deliver a major release of software in English and Japanese at the same time and on schedule.

To provide a little background, the Director of Information Publications at my previous employer had worked with A2Z Global and two other translation agencies over the years. He recommended A2Z as the best. We dutifully investigated three agencies, requesting and obtaining estimates and interviewing people. The estimates were very close, so, based on other strong recommendations in their favor, we selected A2Z to translate first our software and then the software revision for a major release and then the documentation for that release.

The estimates we received from A2Z were thorough and well-explained. Any questions we had were answered directly by Theodora Landgren. Ms. Landgren also supplied us with materials that helped us prepare our software and documentation for translation. When we needed advice on the internationalization of software, they were more than willing and very able to assist. Within a few days of our sending them our specification for internationalization, we had a detailed and technically thorough response.

Ms. Landgren recommended a visit between our engineers and their primary translation engineer and senior editor. They came for a day, and we invited software engineers, writers, and Quality Assurance engineers. The visit was very successful in that the A2Z personnel went home with everything they needed from our software engineers and our software engineers better understood the process and what they needed to provide. Our QA manager also found it helpful; he learned what to expect from the A2Z QA process.

Communications with A2Z have always been easy and quick. They listened carefully to what we asked for and abided by any rules we set down. They responded quickly to any questions we had; they asked questions of us when necessary. They were always courteous and polite. The project manager, translation engineer, senior translation editor, and the translators all worked together to produce a very high quality translation. Please feel free to call me with any questions you might have about A2Z's services. I would be happy to help. My direct line is 508-851-1242.

Sincerely,

Senior Technical Writer  
Axeda Systems