



# About Matrix



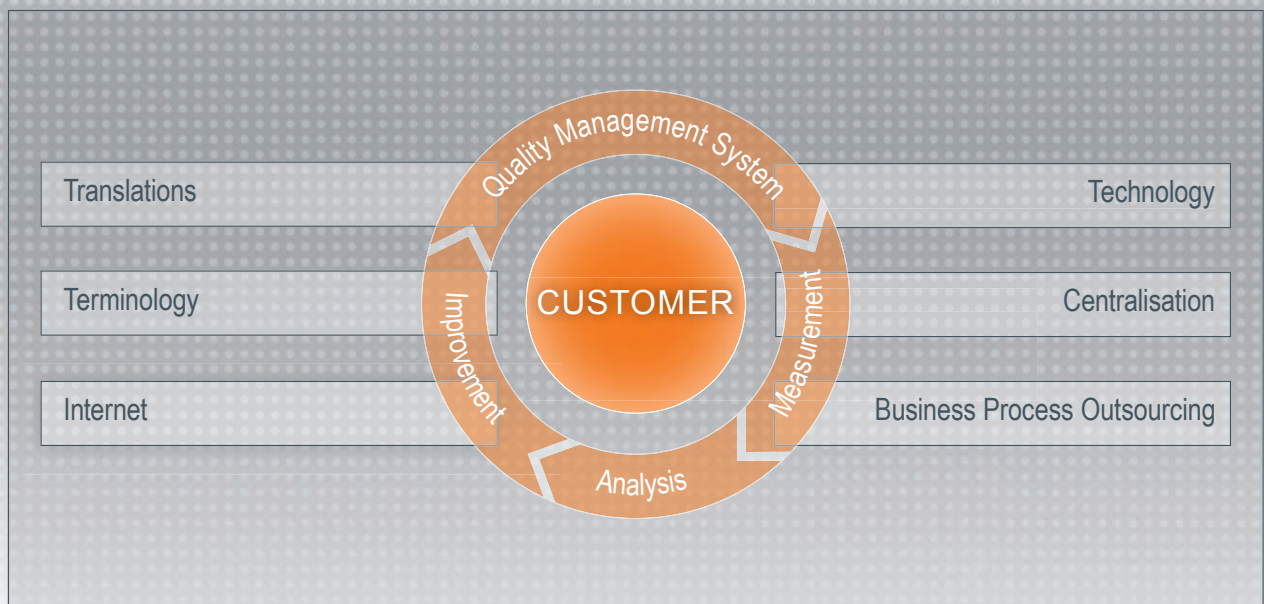
## Language and communication – Our strengths in a nutshell

Matrix Communications AG is a translation service provider with branches in Munich, Milan and Tilburg and shareholdings in Brussels and Sheffield.

Global customer relationships and presence in local markets are fundamental success factors in today's competitive business environment. With the increasing globalisation of markets, internationally active companies in particular are faced with new challenges.

Crucial for long-term success is not just national presence in the local markets, but also global penetration of a growing number of markets in the shortest possible time and at the lowest possible cost.

Our goal is to provide the assistance our customers need to achieve this, so that they can concentrate on their core business.



# Success in practice

## MAN Nutzfahrzeuge AG



Picture used with kind permission of MAN Nutzfahrzeuge AG

## MAN Nutzfahrzeuge AG

MAN Nutzfahrzeuge AG is the largest subsidiary of MAN SE and one of the leading suppliers of commercial vehicles and efficient transport solutions. The MAN Group is among the top 3 companies in its respective markets and is renowned for its technological leadership. MAN is represented in 120 countries and generates an annual turnover of over 10 billion euros. In the financial year 2008, MAN Nutzfahrzeuge AG sold over 96,000 trucks as well as 7,000 buses and bus chassis from its brands MAN and NEOPLAN and had a workforce of around 36,000 employees.

### Requirements for translation services

*Due to continuing international growth in recent years, we were faced with the challenge of adapting our translation activities to reflect the needs of a global company. Among other things, this meant optimising the quality of our translations and also achieving long-term reductions in both turnaround times and costs. We successfully achieved this together with Matrix.*

### Matrix convinces with professional solutions

*Our cooperation with Matrix has allowed us to take enormous steps forward in many areas. As far as content is concerned, we benefit from Matrix expertise in guaranteeing quality and consistency for our complete range of documentation in 25 languages.*

*On the system side, we redefined our translation process together with Matrix and considerably streamlined our processes for translation management. In addition, Matrix developed a central terminology database for us that is exactly tailored to the demands of our company and is in successful daily use.*



Dipl. Ing. Viola Klimpel

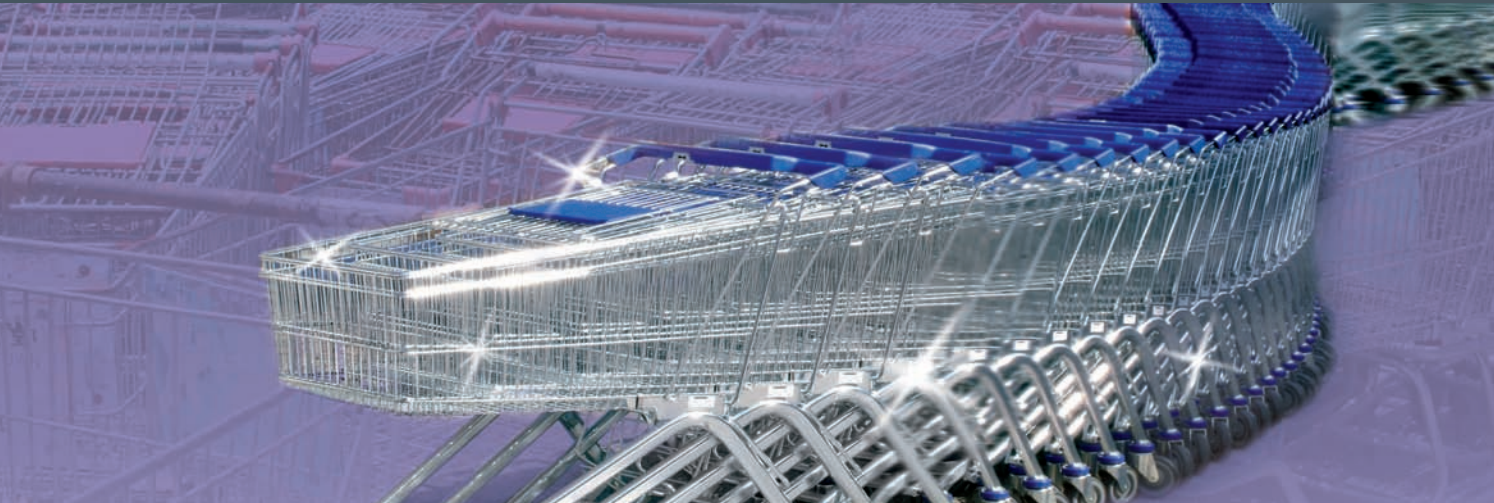
Head of Business Development Sales  
Truck (Dept. STB) MAN Nutzfahrzeuge AG

*All in all, these measures allowed us to significantly reduce our translation costs in a very short time.*

*On a personnel level, our cooperation with Matrix has also resulted in positive changes. After the internal process optimisation, our previous in-house translators were able to move to Matrix. Employed at Matrix with conditions and benefits corresponding to those at MAN, they have found a new and equally secure home. What is more, Matrix can offer them much more exciting development and career opportunities, since their professional qualifications match the core competencies of Matrix. And MAN also still has access to the specialist know-how of these employees, since the cooperation with Matrix is based on a long-term partnership.*

*Matrix Communications AG has convinced us through its reliability. The company's professionalism has brought us genuine benefits through this cooperation.*

# Success in practice



Picture used with kind permission of Wanzl Metallwarenfabrik GmbH

## Selected Matrix references

### WANZL METALLWARENFABRIK GMBH

Matrix is the partner of both the Marketing and Documentation departments for creation of foreign-language documents, translation of the multilingual website into more than 20 languages as well as development of translation and terminology processes.

### ROYAL HASKONING B.V.

Matrix is a preferred translation partner for all language combinations, e.g. in the fields of architecture and building, environment, water, spatial development, infrastructure and transport. A wide range of materials require translation, e.g. annual reports, press releases, internal communication, company articles, etc.

**MATRIX.**

### GOETHE-INSTITUT

We translate news and information from the areas of arts, society and knowledge into various European, Asian and Arabic languages for the online editorial department. The Goethe-Institut has confirmed our outstanding linguistic and specialist competence in translation of complex and difficult texts.

### NERO AG

Matrix is responsible for translation of the company's software products and web content, marketing material and technical manuals into the most important European languages. As a long-standing translation partner, Nero has confirmed our exceptional solutions in a complex technical environment with tight delivery deadlines.

# Company-wide centralisation of all translations

## Potential and added value



### Decentralised translation production

#### ADVANTAGES

- Individual solutions
- Short paths in organisation

#### DISADVANTAGES

- High overall costs
- Hidden costs in purchasing/  
contract management
- Processes are not transparent
- No re-use of existing content
- Flexibility only in theory

### Company-wide centralisation of the translation process

#### ADVANTAGES

- Focus on core tasks
- Reduction of overall costs
- Cost transparency
- Process transparency
- Scalability
- Uniform company-wide terminology

#### DISADVANTAGES

- Breaking up of accustomed structures
- Realignment of individual interests into company interests



# Business Process Outsourcing of your translation department

## A new perspective for the future



### In-house translation department

### Business Process Outsourcing of your translation department

#### ADVANTAGES

- Availability
- Company-specific specialist knowledge

#### DISADVANTAGES

- Hidden costs in personnel management
- Inefficient structures outside the core area
- High fixed costs with low capacity utilisation
- No scalability for high capacity utilisation
- Hardly any development opportunities for translators

#### ADVANTAGES

- Less strain on personnel budget
- No internal costs if there is no translation work to be done
- Scalability according to order volume and languages
- Career opportunities for translators
- Company-specific specialist knowledge

#### DISADVANTAGES

- Implementation effort



# Recognising possibilities – Using competence



*As CEO of Matrix Communications AG, I am committed to developing individual cooperation concepts that successfully provide genuine benefits for our customers.*

*I look forward to discussing the different possibilities with you in a personal meeting.*

*Michael Vos*

Tel.: +49 89 2000037-20

E-mail: [michael.vos@matrix-ag.com](mailto:michael.vos@matrix-ag.com)

[www.matrix-ag.com](http://www.matrix-ag.com)



[www.matrix-ag.com](http://www.matrix-ag.com)

## Locations

### Munich/Germany

---

Matrix Communications AG

Ickstattstraße 7  
80469 Munich  
Tel.: +49 89 2000037-0  
Fax: +49 89 2000037-11  
[info@matrix-ag.com](mailto:info@matrix-ag.com)

### Tilburg/Netherlands

---

Matrix Localisation Solutions Nederland B.V.

Saal van Zwanenbergweg 11  
5026 RM Tilburg  
Tel.: +31 13 5772 120  
Fax: +31 13 5772 544  
[info@matrix-ag.com](mailto:info@matrix-ag.com)

### Milan/Italy

---

Matrix Communications Italia S.r.l.

Via Brioschi, 61  
20141 Milano  
Tel.: +39 02 8447081  
Fax: +39 02 89544959  
[info@matrix-ag.com](mailto:info@matrix-ag.com)