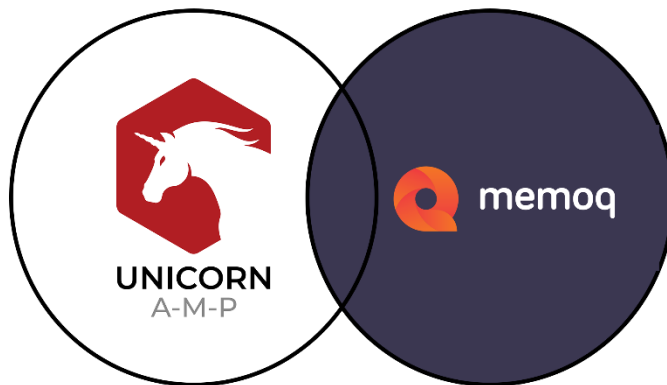




Q2 2023: Did you know?

UNICORN A-M-P: The Magical TBMS with Unique memoQ Integration

Did you know GLTaC developed an Advanced Management Platform (AMP) called UNICORN A-M-P or UNICORN that is deeply integrated with memoQ, PayPal, ProZ, and other software? UNICORN is the result of over twenty-two years of development, including over six years and eight thousand lines of code for just the memoQ API alone. Continual improvements occur on a regular basis, with forty-five enhancements in 2023 so far, adding more automation and functionality to make this tool an all-inclusive and one-of-a-kind TBMS (Translation Business Management System). Truly, a UNICORN.



What makes UNICORN Unique?

The extent of the integration UNICORN has with memoQ is unrivaled to date. With UNICORN, projects can be created on either platform and synced to reflect the project data and status accordingly. The ability to have bi-directional integration with memoQ is a capability that other platforms do not offer. Secondly, UNICORN has customizable configuration and workflows that do not rely on templates but are dynamic as they are based on the job parameters. This freedom

from templates is not available in any other tool, as all other TBMS solutions rely on templates, which necessitates the use of a template for every possible request scenario. In addition, UNICORN has the flexibility to accommodate large, complex clients with multiple sites and contacts within those sites. This accommodates various workflows, invoicing, and document formats designated for each site or client.

Value-added automation has been strategically implemented throughout the workflow to populate Client and Translator statistics, TMs, TBs, and QA settings. Automation has also streamlined the QA workflow during the QC checks. In addition, automation has vastly improved project archiving to auto-update master TMs with working TMs, move project files and related email to an archive location, and move the memoQ project to the Recycle Bin. Unarchiving the job automatically restores it to an active status, along with the relevant email folders.

Additionally, UNICORN offers business components such as a Knowledge Base (KB) to manage knowledge articles and documents, a CRM (Customer Relationship Management) component, ISO management, and an Asset Inventory module for hardware and software.

In summary, with the unique integration, flexible customization, and advanced automation, PMs can focus their time on more value-added tasks and spend less time on administrative effort. This promotes efficiency and a focus on quality throughout the project, resulting in better customer service, consistent customer satisfaction, and an increased ROI. Ultimately, the “magic” of UNICORN with its unique memoQ API affirms UNICORN as the TBMS tool of choice for Language Service Companies (LSCs).