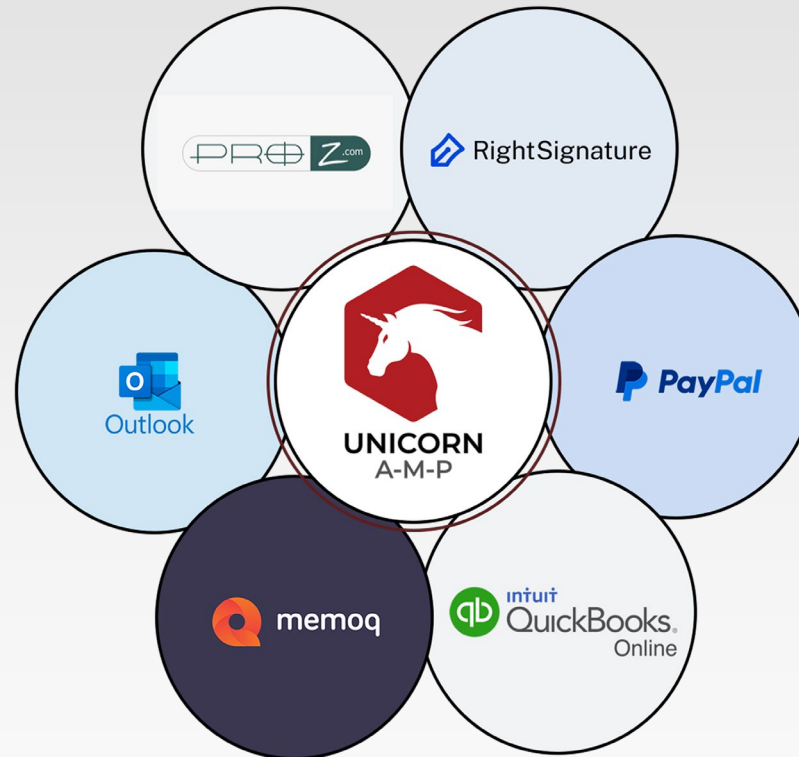




# UNICORN A-M-P

Advanced Management Platform



Presented by

Doug Strock

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# UNICORN A-M-P

## Advanced Management Platform

Introducing the most advanced, comprehensive Business Management software for the language industry available today!

UNICORN A-M-P is the only software offering:

1. Support for both Translation and Interpreting services.
2. An integrated Knowledge Base and document managing system.
3. Advanced Question-and-Answer handling to reduce PM email workload.
4. Integrated email management and archiving.
5. Automatic TM, TB, and QA settings based on job specifications (Client, Subject Domain, Linguist). No templates.
6. Rules and condition-based functionality for quote text and sticky notes.
7. Integrated ISO functionality.
8. Enhanced QuickBooks Online integration.
9. Automated vendor management via Proz.com integration.



# Design Philosophy

- Accomplish actions with as few button clicks and screens as possible
- Provide hover text where it helps most
- Automate non-value-added activities
- Automate file management, file naming, and file handling as much as possible
- Let requirements, conditions, and rules drive system actions
- Reduce or eliminate the need for separate spreadsheets for tracking or support
- Provide feedback as much as possible for each action in the header area
- Build on capabilities as they become available
- Design and plan at least one or two versions ahead for each function
- Design for the ultimate end-state (what would the ideal system do?)
- Maintain constant feedback and input from all staff on system features and design
- Question the methodology and find the “best” way to implement features
- Eliminate the opportunity for errors wherever possible
- Develop in stages to prove and refine features over time (Phase I, Phase II, etc.)



# Unique Capabilities

1. Flat visibility of the entire project. Most actions are performed from a single screen.
2. The QAT (Question and Answer Tool) allows for consolidation of questions from linguists during a project, tracking the status of questions, and automated distribution of the answers back to the linguists. The QAT keeps all the linguists on a project informed and reduces the volume of individual emails.
3. Semi-automated email handling. Email management is a large workload reduction for the PM, and emails are archived with the job when the project ends. \*
4. Pull vs. push review method allowing greater efficiency for file reviews. Instead of having to assign reviews, each reviewer can assign themselves to a file from a prioritized list. The various stages of work appear in different colors.
5. Unique integration with memoQ. The integration with memoQ goes beyond simple gathering of statistics and wordcounts. Automated assignments, pre-translation, TM/TB resources assigned based on the client, subject domain, or translator. Unique handling of rejected segments with comments during reviews.
6. Manual or automated sticky notes that contain reminders or information likely to be forgotten by the PM. The PM can set the color and conditions of a sticky note easily with the rule builder.



# Unique Capabilities

7. A Knowledge Base for storing not just documents, but institutional knowledge for sharing among team members. Customizable tags allow for better organization, with inline editing for Word and Excel files. Version control and access restrictions exist.
8. Integration with PayPal and PayPal Payflow Pro Gateway. The PayPal integration enables payments to vendors, while the PayPal Payflow Pro Gateway enables credit card processing. \*\*
9. Automated vendor management with integration to ProZ to continually search for candidates based on need.
10. Extensive use of hover text.
11. Sophisticated client account capabilities such as:
  - a. Corporate, Site, and individual accounts
  - b. Automatic Corporate assignment
  - c. Client document management (Contracts, SOWs, POs, NDAs, etc.)



# Screen Shots

## Main Job Details screen

Last Updated: 27-Jul-2023 10:55 AM  
Page loaded Job Number: 6

**By: PT**

New client discount is currently applied to multiple jobs for this client - please remove the discount from all but one of the following when possible:  
6, 13

Note: this sticky note is automatically created/updated/deleted. Manual changes may be overwritten.

**By: AB**

When sending the invoice for Small Business Corp, send it separately to their Accounts Payable email and copy the project requester.

**Job Number 23-000006**
memoQ Add Item Quote Assignments

**Job & Client Data** Archive Edit Job Defaults

Status:  Contact: **Sally - Small Business Corp (New)**

Type:  CC Email:  Qualifications:

Expertise:  Doc:  Ref No.:  Restrictions:

Primary:  PO Number:  General Comments:

Backup:

**Rates & Discounts** Invoice

Base Rate:  Rush:  Discount:  % Doc:

Revision:  (Client Not Set)

Fill	Translation	Revision	Margin	Fees	Billable
Estimated	\$50.00	\$0.00	86.67%	\$0.00	\$375.00
Actual	\$50.00	\$0.00	86.67%	\$0.00	\$375.00

**Tracking & Reviews**

Created: 17-Jul-2023 11:47 AM Review Due:  Reviews:  1  2  Urgent Review:

Approved: 20-Jul-2023 10:39 AM Job Due:  Review Instructions:

Pre-Approved:  Early Delivery:  Job Delivered:  ext:

Save Delete

Accordion Documents Languages Assignments **Related Files** Questions Knowledge Base Reset Document Language Assignment Apply

	File Name	Instructions	Word	Review	Page	Status	
+	<input type="checkbox"/> Sample_File_German.xlsx		25	0	0	Work Completed	<input type="checkbox"/>
+	<input type="checkbox"/> Sample_File_Italian.xlsx		25	0	0	Work Completed	<input type="checkbox"/>
+	<input type="checkbox"/> Sample_File_Korean.xlsx		31	0	0	Work Completed	<input type="checkbox"/>

**memoQ**

memoQ  new-co\_M6 Resync

Override:  Client Stats Propagate

**Excel Configuration**

Excel Config:  Edit

Source:  Target:

Comment:  Context:

First row contains column names:

Cell Color:

Alt. Config:

Use if file name contains:



# Screen Shots

## Interactive Review Status screen listed by priority

**Current color scheme:**  
 White: File is in translation  
 Light Green: File needs review  
 Green: File is currently in review  
 Light Blue: File's review is completed  
 Cyan: File is ready to send  
 Yellow: Indicates "checking"  
 Orange: Indicates responses  
 Dark Blue: Issues - hover for message  
 (bold italic) file is currently open (may be unreliable)  
 (red text) indicates review is Urgent (not to be confused with Rush)

**Assignee Status:**  
 (NR) - No Response  
 (NR) - No Response after 24 hours  
 (P) - Pending availability  
 (A) - Accepted  
 (D) - Declined

Legend:  
 ? - No Questions  
 ? - Has Questions  
 ? - Has New Questions  
 ? - No Unanswered Questions  
 ? - Needs Notification

**Dashboard**

Calendar | **Review Status** | Narrow by PM | Due | Type 7 selected | Status 8 selected | Search

Legend / Key | Knowledge Base | Save All Comments

Job Number	Job Due	Status	Corporate	Contact	Primary	Approved Date	Review Due	Translator Instructions	Review Instructions	Remaining	Workload/Day
new-co_M6 ?	7-Aug-2023	In Review	Small Business Corp	Sally	Doug Strock	20-Jul-2023	4-Aug-2023			39	0 hrs, 1 min
<b>CK</b> <b>R</b>	<b>Document Name</b>	<b>Word Count</b>	<b>Progress</b>	<b>Status</b>	<b>Language Pair</b>	<b>Translation Date</b>	<b>Translator</b>	<b>Review 1</b>	<b>Review 2</b>	<b>Comments</b>	
<input checked="" type="checkbox"/>	Sample_File_German_ger.rtf	25	<div style="width: 100%; height: 10px; background-color: green;"></div>	Work Completed	ENG - GER	24-Jul-2023	Bugs Bunny (A)	Doug Strock			
<input checked="" type="checkbox"/>	Sample_File_Italian_ita.rtf	25	<div style="width: 100%; height: 10px; background-color: green;"></div>	Work Completed	ENG - ITA	24-Jul-2023	Jay Bird, Bird Speak (A)	Doug Strock			
<input type="checkbox"/>	Sample_File_Korean_kor.rtf	31	<div style="width: 100%; height: 10px; background-color: green;"></div>	Work Completed	ENG - KOR	24-Jul-2023	Abbott Costello (A)	Doug Strock			
new-co_M4 ?	28-Jul-2023	In-Progress	Big Business Corporation	Office Professional	Doug Strock	17-Jul-2023	27-Jul-2023			81	0 hrs, 7 min
new-co_M5 ?	28-Jul-2023	In Review	Small Business Corp	Sally	Anna Breitenborn	19-Jul-2023	27-Jul-2023			73	0 hrs, 7 min
<b>CK</b> <b>R</b>	<b>Document Name</b>	<b>Word Count</b>	<b>Progress</b>	<b>Status</b>	<b>Language Pair</b>	<b>Translation Date</b>	<b>Translator</b>	<b>Review 1</b>	<b>Review 2</b>	<b>Comments</b>	
<input type="checkbox"/>	Sample_File_German_ger.rtf	25	<div style="width: 100%; height: 10px; background-color: green;"></div>	Work Completed	ENG - GER	19-Jul-2023	Bugs Bunny (A)	Assign Me			
<input type="checkbox"/>	Sample_File_Italian.xlsx	25	<div style="width: 50%; height: 10px; background-color: gray;"></div>	In-Progress	ENG - ITA	19-Jul-2023	Jay Bird, Bird Speak (D)	Assign Me			
<input type="checkbox"/>	Sample_File_Korean_kor.rtf	31	<div style="width: 100%; height: 10px; background-color: green;"></div>	Work Completed	ENG - KOR	19-Jul-2023	Abbott Costello (A)	Annie Breitenborn			



# Screen Shots

## memoQ TM list automatically assigned

Translation memories

Language 1: English (United States) | Project: - show all - | Subject: - show all - | Last modified: - show all -

Client: - show all - | Domain: - show all - | Last used: - show all -

Search for name or description:  | Size:  -  entries | Used in projects: - show all -

<input type="checkbox"/>	Type	Name	Path / URL	Source	Target	Last modified	Last used	Entries
<input checked="" type="checkbox"/>	Working	new-co_M6 ENG - GER	Memoqserver.gltac.com	English (United States)	German (Germany)	7/20/2023	7/20/2023	6
<input checked="" type="checkbox"/>	Working	new-co_M6 ENG - ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	7/20/2023	7/20/2023	6
<input checked="" type="checkbox"/>	Working	new-co_M6 ENG - KOR	Memoqserver.gltac.com	English (United States)	Korean	7/20/2023	7/20/2023	7
<input checked="" type="checkbox"/>	Master	new-co_CG-3-2023_Small Business Corp ENG - GER	Memoqserver.gltac.com	English (United States)	German (Germany)	7/13/2023	7/20/2023	0
<input checked="" type="checkbox"/>	Master	new-co_CG-3-2023_Small Business Corp ENG - ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	7/13/2023	7/20/2023	0
<input checked="" type="checkbox"/>	Master	new-co_CG-3-2023_Small Business Corp ENG - KOR	Memoqserver.gltac.com	English (United States)	Korean	7/13/2023	7/20/2023	0
<input checked="" type="checkbox"/>		DG-MSDS__ADR 2013-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	2211
<input checked="" type="checkbox"/>		DG-MSDS__ADR 2021-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	24323
<input checked="" type="checkbox"/>		DG-MSDS__ADR 2023-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	6/5/2023	7/27/2023	16939
<input checked="" type="checkbox"/>		DG-MSDS__ADR-2015-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	24029
<input checked="" type="checkbox"/>		DG-MSDS__EC1272-2008-ENG-GER-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	348
<input checked="" type="checkbox"/>		DG-MSDS__EC1272-2008-ENG-ITA-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	348
<input checked="" type="checkbox"/>		DG-MSDS__EC1272Consolidated 2016 terms ENG-GER-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	522
<input checked="" type="checkbox"/>		DG-MSDS__EC1272Consolidated 2016 terms ENG-ITA-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	522
<input checked="" type="checkbox"/>		DG-MSDS__EC1272Consolidated-2016-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	420
<input checked="" type="checkbox"/>		DG-MSDS__EC1272Consolidated-2016-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	420
<input checked="" type="checkbox"/>		DG-MSDS__EC286-2011-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	22
<input checked="" type="checkbox"/>		DG-MSDS__EC286-2011-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	22
<input checked="" type="checkbox"/>		DG-MSDS__EC487-2013-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	50
<input checked="" type="checkbox"/>		DG-MSDS__EC487-2013-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	50
<input checked="" type="checkbox"/>		DG-MSDS__EC830-2015-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	145
<input checked="" type="checkbox"/>		DG-MSDS__EC830-2015-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	145
<input checked="" type="checkbox"/>		DG-MSDS__EC878-2020-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	165
<input checked="" type="checkbox"/>		DG-MSDS__EC878-2020-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	165
<input checked="" type="checkbox"/>		DG-MSDS__EC918-2016-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	70
<input checked="" type="checkbox"/>		DG-MSDS__EC918-2016-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	70
<input checked="" type="checkbox"/>		DG-MSDS__ECHA v1-ENG-GER	Memoqserver.gltac.com	English (United States)	German (Germany)	N/A	7/27/2023	26
<input checked="" type="checkbox"/>		DG-MSDS__ECHA v1-ENG-ITA	Memoqserver.gltac.com	English (United States)	Italian (Italy)	N/A	7/26/2023	26





# Screen Shots

## ISO / ASTM Tool Capabilities (Risk Management shown)

ISO / ASTM																					
Corrective Actions		Preventive Actions		Training		Risk Assessment		Facilities Maintenance		Continual Improvements		TMS Improvements		TMS Release Notes		Search Text		Search		Clear	
Vulnerability		Likelihood ⓘ		Impact ⓘ		Mitigation		Discussion		Risk ⓘ		Effectiveness		Review Date		Reviewed By ⓘ					
<input type="checkbox"/>	Introduction of security vulnerabilities	Low	High	Conduct testing and follow current best-practices. Periodically engage a third party security assessment.		Software security is an ongoing effort and the methods to maintain a secure IT environment require constant updating and diligence. This is a shared responsibility of GLTaC and Rehmann.		Low	GLTaC has not had a known data breach in our corporate history and recently conducted a third party evaluation that found no vulnerabilities in our environment.		28-Apr-2023	Annie Breitenborn, Douglas Strock, Leah Woodrum									
<input type="checkbox"/>	Introduction of system instabilities	Moderate	Moderate	Conduct testing and follow current best-practices. Ensure backups allow for a quick restore/recovery. Include sufficient error logging in the code to allow for proper error detection and correction.		New functionality and TMS changes are tested manually prior to release for updates to the production TMS. In the future, automated test scripts will make this process more consistent, faster and more effective.		Low	The testing and move from development to production process is always improving and the result has been that any instabilities introduced as a result of a code change have been minor and quickly fixed or the change rolled-back with minimal impact to the production environment.		28-Apr-2023	Annie Breitenborn, Douglas Strock, Leah Woodrum									
<input type="checkbox"/>	Loss of climate control in the Server Room	Moderate	Moderate	Loss of the cooling capability in the server room.		The mini-split AC unit in the server room is prone to failure and not easily repairable. Migrating the functionality to MS Azure is underway and will greatly reduce the need for cooling in the server room.		Low	Azure migration is scheduled to be completed prior to the higher temperatures of the summer season.		28-Apr-2023	Annie Breitenborn, Douglas Strock, Leah Woodrum									
<input type="checkbox"/>	Loss of Fiber Optic connection	Low	High	Failover circuit		Implementation of a failover device that provides equivalent or usable bandwidth when primary network connection is down. A redundant circuit is not an affordable option at this time. Given that an outage will impact more than just GLTaC and repair of the damaged circuit will be a priority for Spectrum, the maximum outage time is currently estimated at between 4 and 8 hours, which is an acceptable level.		Low	Fiber service was lost on two occasions over the past nine years but restored by Charter/Spectrum within four hours.		28-Apr-2023	Annie Breitenborn, Douglas Strock, Leah Woodrum									



# Screen Shots

Knowledge Base with version control, access control, tagging, and more.

**Knowledge Base**

Columns: 9 selected | Parameters: 5 selected | Visibility: Apply | Reset | Excel features: Export | Import | Merge  | Has File  manual | Languages: [v] | Tags: [v] | Approval: [v] | Search | Clear

Viewed	KBID	Created Date	Created By	Approved	Priority	Text	Languages	Tags
<input type="checkbox"/>	283	24-Mar-2022	Leah Woodrum	24-Mar-2022	True	GLTaC Quality Manual for ISO 9001:2015		• Manual • ISO • Quality • Essential
<input type="checkbox"/>	169	30-Sep-2021	Leah Woodrum	30-Sep-2021	True	Independent Contractor User Manual (non-editable)		• Manual • Vendor • Independent Contractor - IC • Information Technology - IT • IC Onboarding • Essential
<input type="checkbox"/>	293	25-Apr-2022	Annie Breitenborn	25-Apr-2022	True	PM Task Training Notes (working copy of notes/reminders, not process documentation) updated 8/25/22	• English (U.S.)	• Manual • PM • Editor • Guidance • Information Technology - IT • Training • Process
<input type="checkbox"/>	307	7-Jun-2022	Douglas Strock	7-Jun-2022	True	TMS User Manual (editable version)		• Manual • PM • Editor • Information Technology - IT • Training • Essential
<input type="checkbox"/>	308	7-Jun-2022	Douglas Strock	7-Jun-2022	True	TMS User Manual (pdf version)		• Manual • PM • Editor • Information Technology - IT • Training • Essential
<input type="checkbox"/>	131	14-Sep-2021	Leah Woodrum	14-Sep-2021		A guide to useful Excel formulas		• Manual • Excel
<input type="checkbox"/>	119	14-Sep-2021	Douglas Strock	14-Sep-2021		Client Portal User Manual		• Manual • PM • Guidance • Information Technology - IT • Client • Literature • Essential
<input type="checkbox"/>	120	14-Sep-2021	Douglas Strock	14-Sep-2021		Client Portal User Manual - pdf		• Manual • PM • Guidance • Information Technology - IT • Client • Essential



# Screen Shots

## Question and Answer Tool (QAT)

### Questions for Job:23-0000009

**Don't like to wait for responses?** Check the search for the term/phrase you need help with. Your question may have been asked previously for another project. If you don't find an answer then enter your question and we will respond as quickly as we can.

To ask a question, open the "Ask a Question" sidebar on the right-hand side of the screen. If you experience any issues, please try switching browsers - this site is optimized for Google Chrome.

[Preview](#)
[Notify](#)
 New/updated(for this job): 1
 
 Only Key Decisions
  Include Hidden
 
[Search](#)
[Clear](#)

[Excel Export](#)
[Excel Import](#)

Edit	Viewed	QID	Job	Assignee	File Name	Language Pair	Source Row	Source Text	Question	Answer	Answer From	Status	Key	Delete
<a href="#">Edit</a>	0 Viewed	9	23-0000009 Q & A	Doug Strock	MediumCo-Greek	English (U.S.) - Greek	Cell 12	Before work shift	Does the client prefer "before" or "prior"?	Please use "before"	PM	Answered	False	<a href="#">Delete</a>

### Related questions

Edit	Viewed	QID	Job	Assignee	File Name	Language Pair	Source Row	Source Text	Question	Answer	Answer From	Status	Key	Delete
<a href="#">Edit</a>		8	23-0000010 Q & A	Doug Strock	MediumCo-Canadian French	English (U.S.) - French (Canada)	Cell 6	After 2-3 months of exposure (protect the sample from light)	Should the term "light" be "direct sunlight"?			Submitted	False	<a href="#">Delete</a>
<a href="#">Edit</a>	0 Viewed	7	23-0000010 Q & A	Doug Strock	MediumCo-Canadian French	English (U.S.) - French (Canada)	Cell 31	There are no data available for hexafluoroacetone	Would the client provide the CAS number for hexafluoroacetone?	CAS No. is 684-16-2	Client	Answered	False	<a href="#">Delete</a>
<a href="#">Edit</a>	0 Viewed	6	23-0000010 Q & A	Doug Strock	MediumCo-Canadian French	English (U.S.) - French (Canada)	Cell 18	One-time sample or urine collected within 24 hrs	Should the term "or" be "of"?	Yes. This was a typo in the source text.	Client	Answered	False	<a href="#">Delete</a>

Currently showing related results based on Source Text - Search to narrow results or find others



# Screen Shots

## Automated Demand-Driven Vendor Search

**IC Reports**

Priority Languages Assignee Rates Assignee Performance Candidate Search Active Assignees: 519 [Maintain Searches](#) [Run All](#) Platforms Expertise Source Languages Slovenian Tasks CAT Tools Active Search Clear

Search ID	Platform	Expertise	Source	Target	Task	CAT Tool	Active Status	Activated on	Deactivated on	Latest Searched on	Contractors Found
74	ProZ	SDS	English (U.S.)	Slovenian	Translate	MemoQ	Active	10-May-2023	8-May-2023	23-Jun-2022 4:17 PM	<a href="#">2/2/5</a>

[\(new\)](#)

**Search Results**

Search ID All Contractors Platforms SDS English (U.S.) Slovenian Translate CAT Tools Search Clear

Platform	Photo	First Name	Last Name	Expertise	Source	Target	Task	CV	Rate	CAT Tool	City	Email	Date Found	Vendor Stage
<a href="#">ProZ</a>		<a href="#">Helena</a>	<a href="#">Byrne</a>	SDS	English (U.S.)	Slovenian	Translate	<a href="#">CV Helena Byrne.doc</a>	\$0.000	MemoQ	Ljubljana	helena.byrne@gmail.com	23-Jun-2022 4:17 PM	Candidate