CLIENT BRIEFING · 2026

Wagner OS

THE PLATFORM

The system your projects run on

Wagner OS is the operating platform we built and run in-house. Every order you place, every file you send, and every delivery you receive is recorded in it — and you can see your own share of it directly.

SCOPE

One record per project

A quote becomes a numbered project that carries its own brief, files, deadlines and delivery history from first contact to invoice.

REACH

Four divisions, one file

Language Solutions, AI & Automation, Marketing and Consulting work in the same system, so a multi-service account stays a single conversation.

ACCESS

Your own portal

You and the colleagues you nominate sign in to see your projects, their current status and their finished files.

DIVISIONS

Four divisions on shared rails

Work is separated by discipline but not by system. Nothing is re-keyed when a project crosses from one division to another.

LANGUAGE SOLUTIONS	Translation, post-editing and review with named linguists, translation memories and per-client style guides. Files, glossaries and TMs stay attached to your account.
AI & AUTOMATION	Machine translation and AI-assisted production under human quality control. The platform records which stage was automated and who signed it off.
MARKETING	Campaign and content work, planned against the same deadlines and approvals as the language work it depends on.
CONSULTING	Advisory engagements tracked as projects, so scope and deliverables are documented the same way.

LIFECYCLE

Five stages, thirteen recorded states

A project cannot skip a stage. Each transition is stored, so “where is it?” has an answer that nobody has to go and ask.

01

Quote

Your request is priced and confirmed before any work starts.

draft · submitted

02

Planning

Production accepts the job and assigns a manager and linguists.

planning · pending

03

Production

Work runs against a recorded internal deadline, ahead of yours.

in_progress

04

Review

A second pair of eyes checks the work before it reaches you.

review · completed

05

Delivery

Files are released to your portal, then invoiced.

delivered · invoiced

A failed quality check does not quietly become a late delivery. The project moves to **qa_issue** and returns to production with the problem attached to the record — and it keeps the same project number, so the history stays in one place.

YOUR PORTAL

What you see when you sign in

The portal is deliberately narrow. It shows your work and nothing else.

- Every project on your account, with its number, service, languages and dates
- Current status and deadline for each one — updated live, without refreshing
- Finished deliverables, downloadable as often as you need
- The source and reference files you supplied, kept alongside the delivery
- Filters for active and completed work
- Control over which colleagues can see the account

ADVANTAGES

What changes for you

The platform exists to remove the three things clients tell us they dislike about working with agencies.

01

No chasing for status

You do not have to email a project manager to find out whether something is on track. The status you see is the status the production team is working to.

02

No lost attachments

Files live on the project, not in a mail thread. A colleague who joins next quarter can still download last quarter's delivery.

03

No repeated briefing

Your reference material, glossaries and style preferences stay attached to your account, so consistency does not depend on which linguist is free.

FILES

The four file types you receive

Projects also carry internal production files: working bilingual files, vendor instructions, cost records. The portal does not serve them, by design.

SOURCE	The files you supplied for work.
REFERENCE	Background material, past deliveries, glossaries and style guides you have shared with us.
FOR REVIEW	Drafts we send you when a stage needs your approval before it continues.
DELIVERY	The finished, signed-off deliverables.

ACCESS CONTROL

Three modes of access

Access is set per account and can be changed or withdrawn at any time, by you.

MODE A

Whole organisation

Anyone with a verified account on your organisation can see all of your projects. Suits a small, single-team account.

MODE B

Named people only

Projects are released to specific named colleagues. Suits confidential work, or accounts where departments should not see each other's files.

MODE C

Private

Only your own account has access. Nobody else in your organisation can be added without you changing the setting.

SECURITY

Who can get in

We publish our full privacy and data-processing terms on the website; the points below are the ones that matter day to day.

IN TRANSIT	All traffic to the platform runs over encrypted connections (SSL/TLS).
SEPARATION	Accounts are role-based, enforced on the server for every request. A client account can reach its own organisation’s projects and nothing else — no other client, no internal operations, no commercial figures.
TWO-FACTOR LOGIN	Any account can switch on a second factor using a standard authenticator app. A password on its own then gives access to nothing.
CREDENTIALS	Passwords are stored only as salted hashes. We cannot read them, and we never send them in plain text.

SECURITY

What is on the record

Access is only half of it. The other half is being able to show, afterwards, exactly what happened.

AUDIT TRAIL	Sign-ins, permission changes and changes to your project records are written to an append-only log with the person and the time. It can be exported on request.
WITHDRAWAL	Any colleague’s access can be revoked immediately, and takes effect on their next request.
DATA PROTECTION	We process personal data under the GDPR. A data-processing agreement is available on request, and our sub-processors are listed in the published terms.

Your projects, on the record — not in somebody's inbox.

Opening your portal

If your account does not have portal access yet, your usual contact can enable it. We will send a sign-in link to the addresses you nominate.

EXISTING CLIENTS

Contact your project manager, or write to production@wagner-international.com.

NEW ENQUIRIES

wagner-international.com/order, or key-account@wagner-international.com.

DATA REQUESTS

Privacy, DPA and sub-processor terms: wagner-international.com/privacy.