



Globalization Practice A MANAGED SOLUTIONS SERVICE

International Provider of IT Hardware, Software and Consulting *gpProgram Solutions*

Situation

An international provider of IT hardware, software and consulting services required language localization services for a number of corporate materials, specifically the translation of documents from English to more than 20 different languages. Training materials, online tests and assessments, product manuals and a number of internal and external Websites needed both translation and testing for linguistic compatibility. In addition, the company required intermediate staff augmentation for professionals with globalization, localization and translation skill sets.

One of the key challenges faced with this client situation was the process of multiple reviewers in multiple countries, contributing to difficulties in managing short-term, high volume and subject-specific training projects.

COMSYS Solution

After careful evaluation, COMSYS' Globalization Practice was selected for the localization engagement based on a proven process-driven approach for delivery, coupled with an efficient just-in-time global resource management system.

The engagement began with a clearly defined statement of work and key performance indicators for each individual project. The COMSYS delivery team worked diligently to complete the translation and localization services to ensure the client's needs for global expansion were met quickly and efficiently. The team leveraged COMSYS' gpVendorDAX and proprietary Front Office Exchange (FOX) global resource sourcing and management tools to identify and select appropriate domestic and offshore resources to meet all of the deliverables.

Client Benefits

- Provided consistent quality control processes and systems
- Achieved at or below project budget allocation
- Maintained delivery timelines
- Maintained consistent deliver team

More Information:

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