

Globalization Practice of COMSYS Services

Case Studies – *gpContentLocalization*



Our Client: A leading provider of supply chain management software both domestically and in overseas markets.

Needs Assessment and Project Scope: As our client expanded overseas, the need arose for a solution to desktop and web-based content localization to meet the cultural and linguistic needs of customers in certain Asian and European target markets. The project scope included a significant web design and build component coupled with rigorous testing. The cultural and linguistic requirements included the translation of an Online Help function with over 120,000 words, editing, proofreading, and recompiling. Languages included Slovenian, Turkish, French, Italian, German, Spanish, Portuguese, Swedish, Slovenian, Japanese, Simplified Chinese and Traditional Chinese. Examples of the nature of one project included translating their Online Help (HTML) containing 600-650 topics plus approximately 120,000 words of UI (Java) along with 100,000 words of user assistance documentation.

Key Challenges: The key challenge revolved around the speed to market demands driven by customer, and the technical complexities of compiling builds and testing with rapid tested turnaround times.

The Engagement and Delivery Process:

The engagement process was straightforward and included a clearly defined statement of work and well defined **Key Performance Indicators** (“KPIs”). A delivery team was assembled which included a bilingual Account Manager and Globalization Program Manger. The delivery team leveraged the *gpVendorDAX* and *gpFOX* global resource sourcing and management tools to identify and select the appropriate domestic and offshore resources to meet the stated deliverables and achieve the **Key Performance Indicators**.

Key Performance Indicators:

- √ Quality Language Translation and Editing Control Systems
- √ At or Below Project Budget Allocation
- √ Within Delivery Timeline
- √ Cultural Acceptance
- √ Acceptable Design and Complete Testing

Client Satisfaction:

Customer since 2001



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