

Globalization Practice of COMSYS Services

Case Studies – *gpSoftwareLocalization*



Our Client: A leading provider of mobile device software for the Healthcare Industry.

Needs Assessment: As our client expanded globally, they needed the ability to translate and reengineer a handheld device’s user interface to meet the communication requirements of non-English speaking users. The communities that required special support for their languages included Korean, Simplified Chinese, Russian, Hebrew and Indonesian. The project scope included translation, editing, proofreading and functional and linguistic testing to provide appropriate usability for the target language.

Key Challenges: One of the key challenges was the fact that the software was not internationalized to support bi-directional characters. The schedule to reach the market ahead of competition meant a short delivery timeframe. This reduced delivery timeframe coupled with the limited budget and global engineering support requirements presented unique challenges. The Globalization Practice was well suited to meet the challenge by way of our delivery model coupled with our *gpFOX* and *gpVendorDAX* global resource sourcing and management tools.

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 Manager. Due to the project size and budget constraints, these resources were shared and coupled with just-in-time resources sourced from our *gpFOX* and *gpVendorDAX* global resource sourcing and management tools.

Key Performance Indicators:

- √ Within Delivery Timeframe
- √ Quality Language Translation and Editing Control Systems
- √ At or Below Project Budget Allocation
- √ Cultural Acceptance

Client Satisfaction:

Client since: 2002



For More Information, please call 1-713-386-1400 or e-mail us at: globalization@comsys.com

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