

Globalization Practice of COMSYS Services

Case Studies – *gpSoftwareLocalization*



Our Client: A leading provider of speech and imaging solutions for businesses and consumers around the world.

Needs Assessment and Project Scope: As our client expanded globally the need arose for a solution to localize certain software applications and associated content to meet the cultural and linguistic needs of customers in Asian and European target markets. The project scope included both a significant language translation component and software localization component. The software component included engineering, release engineering, desktop publishing and functional testing. The translation scope exceeded 155,000 words per language and included editing, proofreading, and recompiling.

Key Challenges: The key challenge revolved around the translation and cultural issues as well as addressing voice, audio visual and technical requirements involved in developing their international versions in French, Italian, German, Dutch, Brazilian Portuguese, Spanish, Japanese and Simplified Chinese. An additional challenge was coordinating and arriving at terminology that was acceptable to both client in-house and in-country reviewers.

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 a Globalization Program Mangers. The delivery team leverages 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 **KPIs**.

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 1998



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

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