

Globalization Practice of COMSYS Services

Case Studies – *gpProgramSolutions*



Our Client: A leading provider of IT hardware, software, and consulting services to businesses and consumers around the world.

Needs Assessment and Project Scope: As our client operates in global markets, they are routinely addressing globalization, localization and translation requirements for products, services and other inter-company demands. To date the program scope has included localization of training materials, online testing and assessments, customer product manuals, websites and other important communication media. In addition, our client has intermediate staff augmentation requirements for professionals with globalization, localization and translation skill sets.

Key Challenges: The key challenge revolved around working with multiple reviewers in each country, coordinating short-term, high volume, and subject specific training content from English into twenty (20) languages.

The Engagement and Delivery Process:

The engagement process has been straightforward and includes a clearly defined statement of work for each individual project and associated well defined **Key Performance Indicators** (“**KPIs**”). A delivery team has been assembled to meet the long-term globalization program requirements for certain aspects of our client’s operations. The delivery team includes a bilingual Account Manager and Globalization Program Manger. This team frequently leveraged *gpVendorDAX* and *gpFOX* global resource sourcing and management tools to identify and select appropriate domestic and offshore resources to meet each project’s stated deliverables and achieve the **Key Performance Indicators**.

Key Performance Indicators:

- √ Provide Consistent Quality Control Processes and Systems
- √ Consistently Achieve At or Below Project Budget Allocation
- √ Consistently Maintain the Delivery Timelines
- √ Consistent Delivery Team

Client Satisfaction:

Customer since 2002



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