



Globalization & Enterprise Content Management *Internationalizing Web & Software Code*



Internationalization (i18n) Capabilities

Comsys has extensive experience in providing clients with comprehensive internalization and Localization services for Web and software code. Comsys' service offering includes an internalization audit or global readiness review followed by architecting and engineering services.

Our Goals

- Assist customers in releasing code and related content into global markets
- Leverage knowledge with various platforms (Windows, UNIX+), tools and code types to provide customers our unique and flexible i18n solutions (Unicode, multi-byte support – both double-byte and bidirectional support)
- Showcase flexible options - location - scope - rates
- Implement cost reduction by reducing number and type of i18n engineers and QA resources for each program – we're 30% cheaper than other providers of internationalization engineering and QA services – we are the source!

Our Solutions

Analysis [Audits], Planning, Implementation and testing of customer's code or web applications using standard and custom tools working in various platforms, systems and software used in your products' architecture.

We provide customer specific engineering tasks such as:

- Unicode-enabling code
- Adjusting fields in database schema
- Adjusting dialogue boxes for string expansion (German requires as much as 30%!)
- Changing encoding and fields' specific to language support requirements
- Fixing fragmented and concatenated strings
- Adjust date, time, currency, units and mail address formats.



Globalization & Enterprise Content Management Internationalizing Web & Software Code

Building in-house Knowledge

We transfer knowledge and best practices to customer engineers during the course of engagements that are either on a customer site or performed remotely. This process may include having an internationalization engineer return to the software group once per quarter following the engagement to confirm that best practices, open-source and other tools are being fully adopted and utilized. Customized trainings may also be arranged.

Solution Samples

Here are a few select projects that illustrate different approaches to suit the needs of our clients:

Challenge – Company A had a multi-tier database oriented application written in Visual Basic and C++. They had the code internationalized and localized for Western Europe but had a market need in Japan. They also wanted to have the option to expand into other language markets at minimal cost over the Japanese work. At the same time, their in-house resources were busy creating a major upgrade for the US market.

Solution – COMSYS alleviated the burden on their internal resources by providing engineering, QA, and project management resources for doing a parallel “Japan+” version of their current product.

Challenge – Company B had a very tight schedule to deliver a product that could support storing Japanese characters. They needed technical information and guidance on how to proceed in their implementation, while having ample in-house resources to do the engineering.

Solution – COMSYS provided what the client needed under a tight deadline. They proceeded to implement their application. Company B was so pleased with the outcome they later came back for additional expert guidance in the area of testing.

Challenge – Company C was embarking on a complete rewrite of their flagship product. Although their initial target was the US and South America they hoped to eventually provide a completely globalized product.

Solution – COMSYS participated in a number of high-level planning meetings with the architects and development managers over several months. We subsequently provided a corporate internationalization standards document and went on to provide on-going support as technical advisors.

Challenge – Company D had a large web data mining tool written in C++ that supported only English. They had a short-term need for minimal Japanese support and a long term need for re-architecting of the product.

Solution – COMSYS proposed several alternative engineering/QA approaches. They chose to have our team perform the majority of the work with the assistance of an in-house engineering resource and off-shore testers in India. For five months we were embedded with the development team and worked within their development structure to deliver the short-term project. They are currently gauging market acceptance of their product in Japan with an eye to future development work.

For More Information:

COMSYS Globalization and ECM Practice
globalization@comsys.com
www.comsysglobalization.com
877-6COMSYS