

Case Study

iLanguage localizes engineering training manuals for DS, one of the world's largest enterprise storage provider-

The Challenge

DS -code name- the world's fastest growing enterprise storage provider, has always sought to make training processes faster and more efficient, globally. DS wanted an experienced service provider to localize their training manuals and make them available to engineers in their native language, namely Spanish, French, German or Simplified Chinese. The manuals, highly technical in nature, provide an extensive description of DS new line of networking products. DS turned to iLanguage, a localization vendor known for its experienced, in-house dedicated translation teams with the tools to handle complex graphics and technical content. Very large materials, totaling more than 120,000 words and a great number of graphics and PowerPoint files, were sent through a secure, dedicated ftp location set up for DS. The challenge was set: glossaries had to be developed, the materials had to be localized in four languages, within budget and tight deadlines.

The Solution: high quality human translation & computer assisted technology (CAT)

A team made up of three project managers plus a dozen in-house translators and certified technical proofreaders, was assembled. At first, the team pre-processed the materials. To make the best use of Translation Memory, graphics needed to be extracted from the text before translation. During the second phase, the translators worked on the text, leveraging computer assisted translation technology from partner Trados, to boost their productivity. For instance, graphics' captions, most of them quotes extracted from the text, were recognized by the translation memory and automatically pulled from the database, helping translators to work faster and generating direct savings in translation costs. Translated materials were reviewed by iLanguage technical proofreaders for validation and technical accuracy. Glossaries were built initially in each language to guarantee consistency and avoid variations among the translators involved in the project.

In the ultimate DTP phase, files were cleaned up and graphics were carefully adapted with localized text. The first version of the manual was sent to DS for revision. Taking DS feedback into consideration, the iLanguage team rapidly delivered the final version of the localized manuals.

The Result: better support services globally at lower cost

DS greatly benefited from translation productivity gains, reducing their costs by more than 30% and speeding up their time to market. The localization of the Training and Global Education materials plays a key role in DS' strategic global initiatives and facilitates the company's expansion into new markets. Until these multilingual manuals were made available, engineers had to rely on materials that were not written in their native language. These products are now easier to understand and implement, ultimately providing international clients with better service and efficient support in their native languages.

iLanguage has become a localization partner of choice for DS. The project was delivered with high degree of quality, efficient project management and hard work from our teams of translators, graphic designers and technical engineers.