

Case Study

Western Union

Western Union (www.westernunion.com) one of the largest money transfer companies worldwide has an outstanding reputation for fast money transfers and other numerous services, which include messaging, easy business solutions and bill payment plans.

The Challenge

Western Union required a complete localization of their web-enabled, internally developed Agent management software for use in the french speaking provinces of Canada. The content was extracted from the application but much of the strings and coding remained interspersed in the text. This prevented the use of any traditional translation memory and terminology tools. iLanguage translators and IT staff had to find other ways to ensure consistency and gain time, save cost with the repetitions.

The Solution

iLanguage's project managers analyzed the project which consisted of several thousand strings. A team of 5 translators worked several long hours for over 2 weeks. A terminology database was created to ensure consistency among all 5 translators and research of local terms such as Official Holiday's names in French in over 100 countries. They had to be especially careful not to alter any of the coding and characters that had to be preserved exactly as in the original file. IT assisted in developing a process for parsing and re-inserting the translations into the file. At the agreed upon delivery date, after a final thorough validation and quality assurance process of the files, iLanguage completed the project, allowing Western Union to enhance their system's functionality and useability.

The Result

Western Union was extremely pleased with iLanguage's work which was delivered on time, with the high level of quality required, and on budget. Throughout the duration of the project, iLanguage project management and French teams remained in close contact with Western Union informing them on a bi-weekly basis the exact advancement status of the work. Western Union has consequently commissioned more localization projects since then.