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Case Study

SDL International (Ireland) has provided localization services for five years to Oracle Worldwide Product Translation Group (WPTG), based in Dublin, Ireland. WPTG is divided into two divisions: Systems Product and Application Group. The SDL core localization business is provided by the Systems Product Group.

Oracle has a dual vendor localization strategy and SDL now provide Oracle with a stable of 15 languages: Brazilian Portuguese, Common Spanish, Dutch, Danish, Norwegian, Swedish, Finnish, Russian, Hungarian, Czech, Slovak, Slovenian, Croatian, Greek, Catalan. Localization Projects vary from multi-language projects with high word count volumes to small updates with a fast turnaround.

Featured Solution:
Translation Management



For the purposes of this case study, we would like to present the Oracle Financial Analyser localization project (OFA11i), a systems management tool used for analysing corporate data. SDL was requested by WPTG to localize this project into 5 languages, including Software, help and documentation components.

The files were delivered in a Translation kit designed by Oracle, which included all the necessary reference material, style guides, localization instructions and schedule. The translation of the OFA11i was straightforward. However, there was an issue with one Czech archive HH file, which required it to be delivered again for translation.

WPTG in Dublin have an intranet site, which operates as a project information centre containing all project reference material and information on upcoming projects. For OFA11i, the Status Report was uploaded on a weekly basis by the Project Tracker and a mail sent to the Oracle PM to inform her that the Status Report was ready for downloading. The schedule, once updated by the WPTG PM, would also be downloaded by SDL from this site.

Key Success Factors:

- Good working relationship with the Oracle Project Team
- Dedicated Localization Team, which consists of a Senior Project Manager and Project Manager, Language Lead, Engineering Lead and Documentation Lead
- Customized process and workflow allows for smooth running of projects following Oracle's processes, have been integrated into SDL's information and financial workflow

“SDL International, formerly ITP, has managed approx. 40% of our Systems Products and related tools translation requirements for the past 5 years. SDL translates our products into 16 languages including tier 1 languages Brazilian and Spanish. Last financial year we outsourced just over \$1m of work to SDL, 95% of which was translation work. We anticipate similar spend this financial year...the feedback from the production teams has been very positive.... We have been extremely impressed with the high quality project management.”

Business Relationship Manager, Oracle Worldwide Product Translation Group

Challenges

- 15 different languages
- High word counts Software documentation and help localization

Benefits

- Fast turnaround
- Dedicated Localization Team
- Customized processes and workflows