

Centrum Lokalizacji C&M

Case Study

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## LOCALIZATION OF QAD ENTERPRISE APPLICATIONS SYSTEM DOCUMENTATION

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BRIDGING CULTURES 

## COMPANY AND SYSTEM

**QAD** is one of the world's leading producers and suppliers of **MRP software** (Manufacturing Resource Planning). The **MFG Pro system**, in recent versions called **eB2**, is a set of functional modules used in manufacturing, handling of supply chain management, finance, distribution, and human resources as well as very specialized aspects of production, such as Lean Manufacturing and Kanban.

## TASK AND GOAL

The complete documentation of the system comprises **20 manuals**, each of them containing approximately **300 pages**. These manuals are printed and delivered to customers both as hardcopies and PDF files, and for this reason they must be not only flawlessly translated but also **perfectly prepared in terms of editorship**.

The manuals contain descriptions of specific procedures and provide step by step instructions related to functions performed in the system. They are richly illustrated with block diagrams and screenshots so that a reader can constantly check the effect of the activities performed. All original illustrations had to be replaced with their localized Polish versions, which required inserting into the manuals the screenshots that were made on the localized system. Since not all editorial conventions of the original text were preserved in the localized versions, the manuals had to undergo a **DTP stage after translation**.

## SOLUTION

The various modules of the **QAD eB2** system are strongly linked, and the specificity of the **MRP application** requires a consistent usage of specialized terminology. For this reason, a key to the correct localization of the series of manuals was to prepare a **terminology database** before starting the translation process. Although previous versions of the manuals have been translated using CAT software, no appropriate bilingual files were available, because many amendments were introduced at the DTP stage, that is, after the translation was ready. Therefore, a solution ensuring the proper preparation of terminology, as well as the employment of existing translations to reduce costs for the customer, was to combine the original manuals with their translated versions by means of the **Align** functionality of SDL Trados software. In this way, the appropriate bilingual files were prepared, which served as a basis for a **glossary of key terms** that was generated using the company's own **KeyStone™** software. Those bilingual files were also used to analyze new manuals, which made it possible to **reduce customer costs by almost 80%**. At the DTP stage the localized manuals were processed in **FrameMaker** application, in which the original manuals were prepared.

## ADVANTAGES

- The cost of localization of the updated versions **equaled to 20% of the cost** of the initial version.
- The preparation of **terminology database** ensured **consistency** not only within all the manuals.
- The employment of FrameMaker DTP software allowed for the preparation of the **Polish version that is identical to its original counterpart in terms of editorial conventions**, preserving all links and advanced features of the PDF file format.
- The employment of FrameMaker application also enabled the automatic replacement of the original screenshots with their localized versions **without generating additional costs for the customer**.
- The procedures are **immediately ready for use**, if localization into other languages is needed.