INDUSTRY

Information Technology

CHALLENGES

- ✓ Diversity in areas of translation.
- ✓ Desktop publishing and localization of complex drawings.
- ✓ Expenditure optimization.

Janus SOLUTIONS

- ✓ Recruitment of highly qualified IT experts.
- ✓ Project team building.
- ✓ Approved glossary and TMS translation management system.

BENEFITS

- ✓ High quality of translation guaranteed by a quality management system.
- ✓ Translation experience in the IT sector.
- ✓ Reduction of client's expenditure on translation with the integration of a translation management system (TMS).

SYNOPSIS

HP is a global supplier of key technology for corporate clients and end users. The company provides solutions in the field of IT infrastructure, personal computers and access devices, integration system services, service support and outsourcing, as well as printing and imaging devices for large companies, small and medium businesses and final users.

Janus was founded in 1996. In 2012, Common Sense Advisory named Janus as the third leading company in Eastern Europe in the field of language services.

Janus's cooperation with HP began with the winning of a tender in 2001, in which 28 translation companies participated. Applicants were assessed on a series of indicators, among which, the main role was played by the quality of translation, the quality management system, the internal organization structure and IT translation experience.

Cooperation began with the marketing branch of the IPG department, engaged in printing and image production solutions. At the start of the project, time-consuming and thorough work was carried out on the creation of a special glossary of terms.

In 2002, Janus was recommended as a partner for the central office of HP, responsible for the localization of all web content.

In 2004, Janus was chosen again as a partner for localization and translation by HP.

In 2006, Janus started cooperation with HP USA and HP France.

In 2007, language testing of HP Service Manager 7.0 software was carried out. Work was fulfilled directly on the part of the client in the USA. The volume of work for translation exceeded one million words.

In 2011, Janus became the authorized translation supplier for HP worldwide.

CHALLENGE

By 2012, Janus became the main supplier of complex translation services for HP. Orders for translation and some other related services started to come from various branches and departments of the company, having over many years identified the wide specialization of the team of employees working on HP projects. Now Janus fulfills a variety of projects (IT, support, marketing, and legal) into more than 30 languages for different divisions of HP. All works are carried out on the internal ETMA TMS client system.

We receive the widest range of documents for translation from HP. Those included legal agreements and financial reports, server and switchboard manuals, help files for complex HP telecommunications solutions, and tender documentation, but first and foremost, we specialize in the translation of marketing materials in almost the entire spectrum of HP products and solutions for the consumer sector, such as, for example, software and printing devices, and at corporate level, servers, data storage systems, cloud computing and printing machines.

The diversity of fields and types of materials sent for translation by the widest variety of HP branches and departments set Janus a difficult task: to provide consistently high quality translation or another service, irrespective of topic, type, complexity and urgency. Another challenge for Janus was the significant optimization of the localization budget of HP.

SOLUTION

The tasks set were resolved by building a team of experts who vary in profile. It included linguists specializing in the most diverse types of materials and fields, thanks to which Janus was able to offer HP all types of translation services at consistently high quality: from certification of translations of official documents and interpreting at the highest level, to the translation and adaptation of marketing materials and the localization of complex technical documentation.

In order to optimize client expenditure, we use TM (Translation Memory) server technology which makes it possible for several translators, editors and managers to work simultaneously, under secure access, in a single translation memory located on the server. Translators can take advantage of their joint work, with repeated segments automatically inserted during translation if they have been translated previously. Moreover, experts can look at the accumulated term base at any time. This makes it possible to optimize the use of the translators' and project managers' time as well as reduce client expenditure on text segments repeated in translation.