

Product Brief

SDL Translation Management System

Global information powers the global enterprise. It drives decisions, facilitates communications and supports commercial transactions. The SDL Translation Management System is the global information management application that unifies the translation and localization supply chain, providing the collaboration, control, integration and process flow required to prepare content for a global audience.

Key Benefits

Deliver global information faster to generate increased revenues from global markets

- Translation throughput is increased and time-to-market reduced by eliminating unnecessary steps and automating manual processes

Improve quality and consistency

- Centralized translation memory (TM), terminology and dictionaries together with automated QA checks ensure translations conform to quality criteria, adhere to legal requirements and support global branding

Maximize leverage from global information assets

- Tight integration of authoring and content management with translation assets ensures previous translations are re-used wherever possible

Achieve rapid ROI

- A Web-based user interface, support for industry standards like TMX and a proven and scalable XML architecture mean deployment happens in weeks not months or years

Provide greater management visibility

- Real-time reporting of performance metrics for continuous process improvement

A solution for global information management

SDL's global information management solutions can fundamentally change the return-on-investment model for global markets, reducing the risks and increasing the business opportunities. The SDL Translation Management System (SDL TMS) manages the flow of global information through the translation and localization process, including the sharing of translation assets and the application of technology components according to business rules and workflow information held in its knowledge base. Information is tracked through every step in the translation process whether using internal or external resources.

BEST WESTERN // CANON // CNH // DELL // MORGAN STANLEY

PLANTRONICS // SONY // SUN // TWEDDLE // WILLIAM HILL

Unifying people, process and technology

SDL TMS manages and streamlines the entire localization supply chain of participants including project managers, translation agencies, QA, reviewers and freelancers. SDL TMS integrates with existing authoring and content management systems and manages the application of TM-based or knowledge-based translation technology components.

Any resource involved in the localization process, or having a stake in its outcome, can be granted access to the system and given appropriate roles in the workflow. Utilizing a Web-based architecture and robust user-based security ensures that everyone involved has appropriate access from wherever they are located.

“The Homag Group is delighted with the improvement in translation quality, process optimization and automation resulting from the close business partnership with SDL.”
Wolfgang Mutschler, The Homag Group

Proven and scalable

SDL TMS is deployed at industry-leading organizations across many different industries. It automates the global processes for localizing almost any type of content, with huge volumes managed using just a few clicks in a browser from any worldwide location. Its multi-threaded architecture delivers enterprise-class performance and scalability.

“Our partnership with SDL has enabled us to reduce translation costs more than 30% and improve time-to-market for our multilingual product marketing communications. It used to take 4 months for new product information to reach local web sites, now it is available for publication within weeks.”
Luuk de Jager, Philips Consumer Electronics

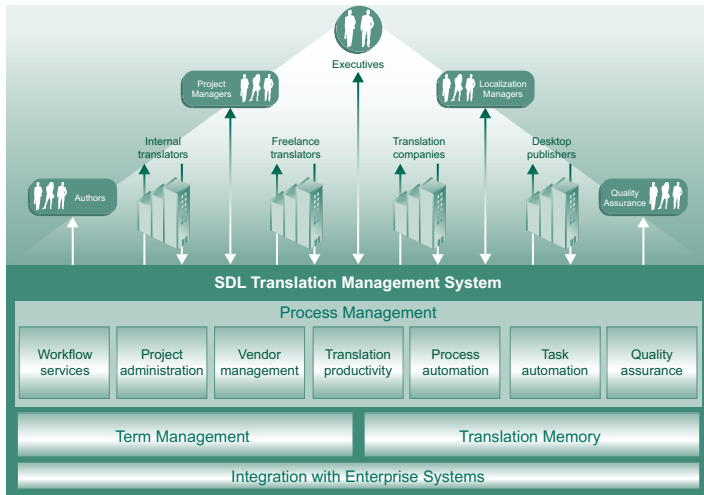
Rapid return on investment

Some enterprise systems require months or years to implement. SDL TMS, however, uses web protocols, services and standards to enable rapid integration into enterprise information and applications. The system is completely flexible in how it can be configured, with the software and assets located in-house or offsite as appropriate. The option of completely outsourcing the infrastructure, software and data enables the system to be up and running very quickly, and the low initial outlay offered by this model leads to a rapid return on investment.

SDL Translation Management System

SDL TMS comprises three major components: the customer's multilingual content repository, the SDL TMS environment and the individual users responsible for the execution of localization tasks. Each of these components communicates securely over the Internet allowing global teams to collaborate across a distributed environment.

“Since implementation we have reduced time-to-market and achieved simultaneous global announcements. In addition, we are leveraging this investment across other areas of our business and have received a 75 percent return on our investment in the eight months since implementation.”
James Ingalsbe, Mercury Interactive Corporation



Project management

A task-based workflow, consisting of human and system tasks, is established for each content type and for each target language. Individual resources receive notification via e-mail when they have work to do, and users can also view a Web-based summary of all their outstanding tasks. Projects can be created based on any number of localization jobs, allowing for consolidated scheduling of each stage of the project and the setting of specific milestones, with reminders sent to users before delivery dates. The project manager can monitor the status of each job and reassign tasks as necessary.

Automating the process

After a process has been defined, SDL TMS monitors the source content for change. When a change is detected, the process begins with SDL TMS automating much of the work, including extraction of the translatable text, application of translation memory, costing, invoicing and all aspects of managing the content through the translation process.

Translation Memory and Terminology Management

SDL TMS allows sequencing and categorization of translation memories, with the option to apply penalties to all segments from a TM. This enables maximum re-use of previously translated text, even when its quality is unknown or it is from a different language within a language family. Translation memories are accessed in a number of ways:

- From remote SDL Trados desktops using web services
- Through export to and import from SDL Trados ITD/TTX formats
- Through export to and import from the TMX format
- Using online translation editing and review

This flexibility allows offline and online translation resources to work together in the most effective way and ensures that maximum leverage is obtained from translation memories.

SDL TMS integrates seamlessly with SDL MultiTerm for terminology management. Within the online editing and review function, terms are highlighted automatically, ensuring that the translator and reviewer are always aware of previously translated terms.

Multi-vendor support and organizational isolation

SDL TMS can manage multiple suppliers of localization services, keeping assets secure across organizational boundaries. Robust user administration and authentication includes integration to external directory services such as LDAP. Whether deployed in-house or hosted by SDL, the whole localization supply chain can have secure access to the projects being managed by the system.

User portals

Web portals provide secure access to all the functions and services of the system. When you log in, your privileges determine which functions you are able to access. Power users are presented with a hierarchical menu tree with shortcut buttons to provide quick access to common functions. For ad-hoc translations or for infrequent users, a simple customizable user portal is available that allows rapid submission, authorization and tracking of jobs.

Online or offline translation

For online access, SDL TMS integrates the SDL Trados Web editing environment, leveraging translation memory and terminology in a single Web screen. For offline editing, SDL TMS allows the linguist to download the content, translation memory and terminology into their preferred translation environment, while keeping track of content location and the time taken for the task in hand. If using SDL Trados, the translator has the option of accessing the centralized translation memory from the desktop environment.

Reporting

SDL TMS provides a comprehensive set of standard reports covering many different metrics, such as translation memory leverage, translation costs and savings, productivity of linguistic resources and job status. Custom reports can be defined and output into HTML or Excel, providing the business analysis needed to make better informed decisions.

Industry Standards Support

Support for industry standards is built in to SDL TMS. Translation assets are managed in Unicode, with full support for translation memory exchange using TMX. The system is built on a modern, XML-based architecture that ensures content retains structure and style throughout the translation process. Data is transferred in and out of SDL TMS via a sophisticated and secure XML-based messaging system. Enterprise content reuse strategies can take advantage of the latest support for processing of DITA-compliant XML.