



Brandt

3di Information Solutions Ltd. - Case Study

3DI

3di Information Solutions Ltd. is a UK-based company that provides technical communication and localization services on an international basis. The company has specialist skills and expertise in information design, technical authoring, multilingual translation and localization engineering.

TESTIMONIAL

Rob Sexstone, Head of Localization Technology for 3di, commented, “We found that all work completed was carried out to our exact specifications. When there were occasional queries about deliveries, it was more often than not because 3di needed to provide clearer specification or support to Brandt’s engineering team. Communication has been extremely open and highly responsive. Absolutely first class in this respect – they simply speak ‘localization’ and ‘development’.”

PROJECT OUTLINE

3di had a requirement to partner with an organization that could provide assistance with testing localized medical diagnostic software. This type of localization presents unique challenges when compared to more traditional desktop or client/server localization projects.

- Subject matter experts are always medical or lab technologists with little or no availability
- Fixed schedules must be respected in order to convene localization QA teams who travel from various global locations
- User acceptance and localization testing needs to take place under controlled, secure laboratory conditions
- Onerous audit trail and compliance requirements are in place because of tight regulation by the US Food and Drug Administration

BACKGROUND TO PROJECT

3di had worked with a number of companies in the past to provide this service but generally found these companies lacked many of the skills required and often made the life of 3di project managers more difficult. This in turn meant that 3di had to put additional effort into these specialist projects, which increased costs and potentially delayed projects.



APPROACH

3di approached Brandt with a project that involved localizing a software user interface into five languages. This needed engineering support to automatically extract screen captures of a draft user interface localization from Alchemy Catalyst, a visual localization editor.

The draft screen captures then needed to be prepared for subject matter expert review in Acrobat 8 PDF format and sent out to linguistic reviewers in other countries for sign-off.

The objective of this exercise was to complete as much of the linguistic review work as possible before building the software and carrying out lab-based QA of the localized product, where time and resources would need to be very focused.

SOLUTION

Brandt's Shadow™ solution demonstrated exceptional scalability, without the need for 3di to invest in new hardware or software. 3di saw how eight concurrent test cycles can be executed in parallel using Brandt's Shadow automation technology.

A joint project was undertaken that involved Brandt carrying out the process design, software tool customization and actual production of 3di's requirements.

RESULTS

After the initial project specification was agreed, Brandt completed the project from engineering to final delivery with minimal 3di involvement. The project was delivered on time, within budget and to the highest quality.

The depth of multimedia localization and software development expertise at Brandt complemented 3di's core competencies in localization management and technical project management.