Brandt
Ariba Inc. - Case Study

ARIBA

Ariba Inc. is the world leader in online spend management solutions, offering sourcing, procurement and commodity expertise. This enables companies to optimize their spend management processes and supplier relationships.

TESTIMONIAL

Niall Whelan, Director of Localization at Ariba, commented, "Ariba have worked with Brandt Translations for over 5 years and they remain our vendor of choice for all Ariba localization projects.

During this time Brandt has taken on large and small projects of software, documentation, and online tutorial localization. Brandt have consistently delivered high quality translations, developed tools and processes to meet the changing needs of Ariba development cycles, and as importantly maintained very competitive pricing for all their services throughout this time.

As Ariba look to make our release cycles even shorter in the future, it is imperative that we have an innovative and flexible localization engineering partner to assist us in consistently turning around a growing number of language product releases on time, within budget and of the highest quality required for Ariba to remain in the Spend Management business for the world's largest companies."

PROJECT OUTLINE

Ariba enterprise applications have evolved dramatically as they have moved to hosted on-demand products and an agile development process. Localization in agile development environments requires not only an ability to adapt to evolving project requirements, but also comprehensive and intelligent process design to ensure that quality of service remains consistently high.

Brandt's involvement in the Ariba localization process consists of:

- Software localization
- Bug database customization
- Translation tool adaptation
- Linguistic QA

BACKGROUND TO PROJECT

Translators performing linguistic QA on each Ariba software build had to be trained to navigate each build to review all of the translations implemented. This meant translators required extra hardware, product knowledge and support, which lengthened development cycles and increased cost. Ariba were looking to shorten linguistic QA cycles and get consistent coverage across all languages.

APPROACH

Ariba approached Brandt with a project that involved performing a linguistic review of a software build in seven languages. They were seeking a review process that separated linguistic QA from specialist product knowledge and hardware, removing the need for reviewers to 'walk through' the live product.

SOLUTION

Through innovative engineering Brandt, using their in-house automated testing tool Shadow™, developed a highly efficient process for screenshot generation and subsequent movie generation for Ariba to use as a linguistic QA walkthrough.

Using Shadow, Brandt's engineers were able to follow the test scripts provided by Ariba and simultaneously screenshoot multiple language versions of the live build. The engineers saved the screenshots in MHT format, which preserves drop-down boxes and mouse-over text, allowing the linguistic reviewer to interact with much of the dynamic content on the page. This reduced the number of screenshots that needed to be reviewed.

RESULTS

Brandt delivered in excess of 10,000 screenshots over a period of two weeks. The combination of Shadow and engineering resources has improved Ariba's efficiency by ensuring consistent QA coverage and predictable execution time. Brandt's unique approach reduced each translator's QA time from two weeks to five days.

In subsequent projects for Ariba, Brandt has converted the screenshots to movies using Shadow Movie Creator. The translators retain product knowledge through the narrative of the annotated movie, while performing QA. This effectively separates the linguistic QA from specialist product knowledge and setup of hardware and software.