

Terminology Query Management

Jason Lam / SAP
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Public



Background

Complex landscape

- Different products / parts of products translated into different language sets
- Terminology organized by products into subject areas (“components”)
- Translation projects every two weeks where vendors work on assigned components for their language

Constant change

- Not all languages work on the same components for each drop; ability to change week to week



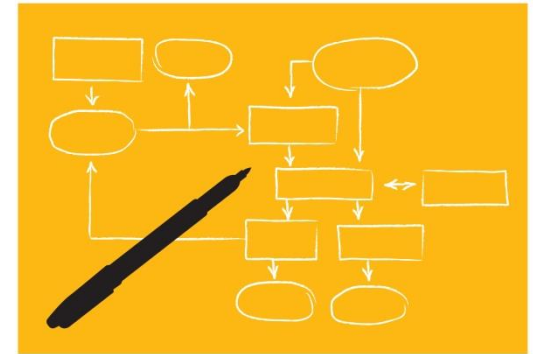
What does this mean for Query Management?

Previous solutions

- Spreadsheets and newsgroups
- Pain points: duplication, inefficient communication, no reporting capabilities

Requirements for query management system

- efficient query management process where query answers are provided to the right language and agency in a timely manner
- able to deal with complexity in a simple manner
- able to adapt to changes in development landscape with minimal effort



Solution

Two-part solution to address both project management and query management

Project Management



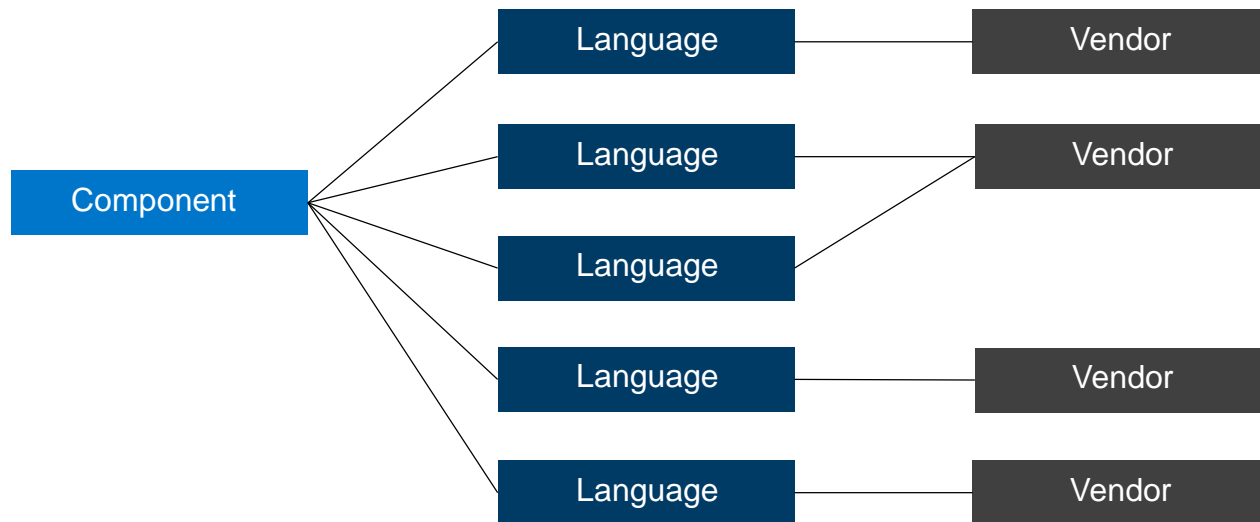
Query Management



Solution - Project management

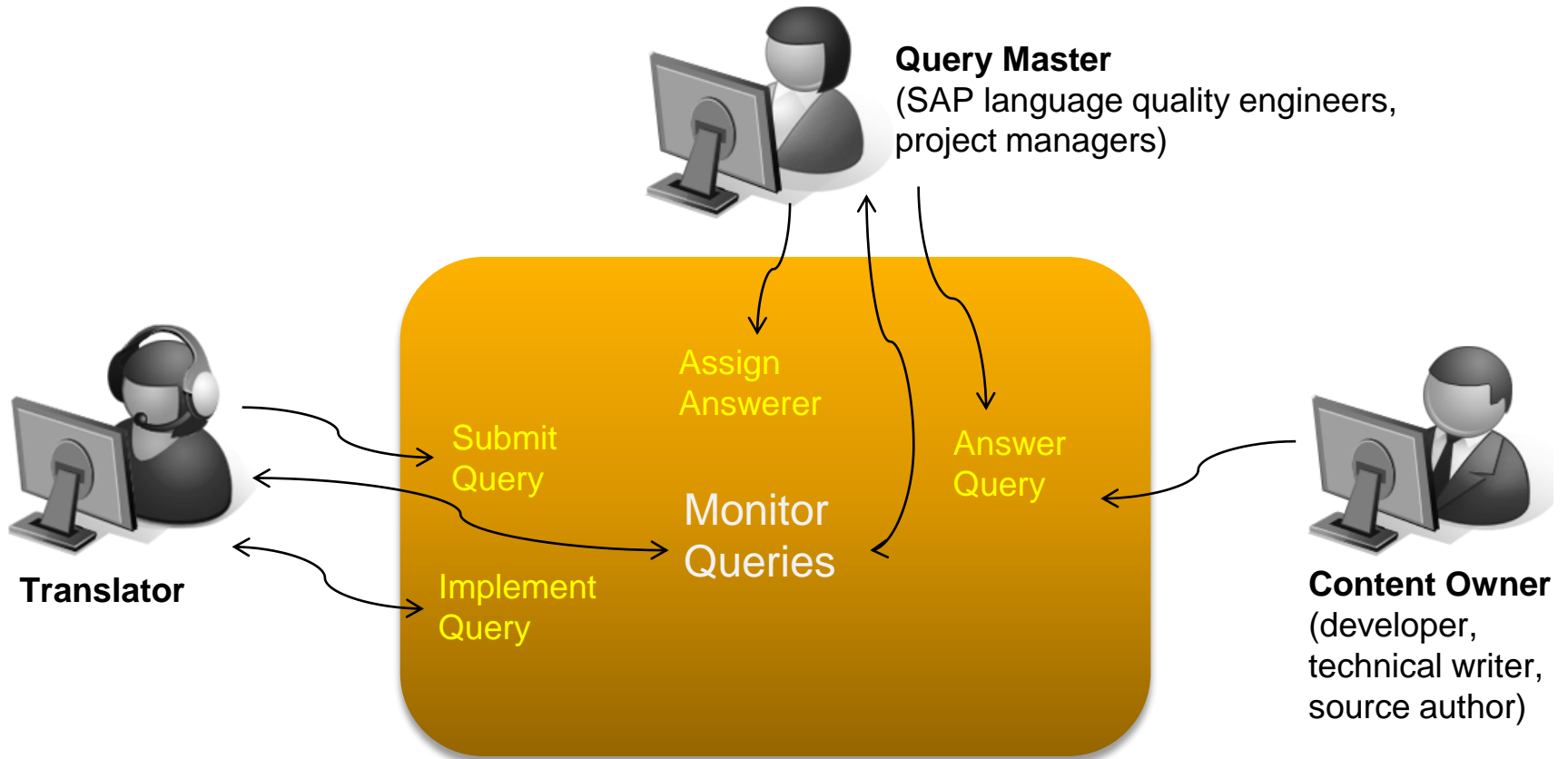
Web application tool to help streamline project management tasks:

- Map components to specific languages and vendors
- Optimize the ease in which updates to components, languages, or vendors are made
- Version control and record keeping through integration to CMS
- Updates reflected automatically in query management tool



Solution - Query management

One central web application tool accessible by all query management stakeholders



Solution - Benefits

Simplification

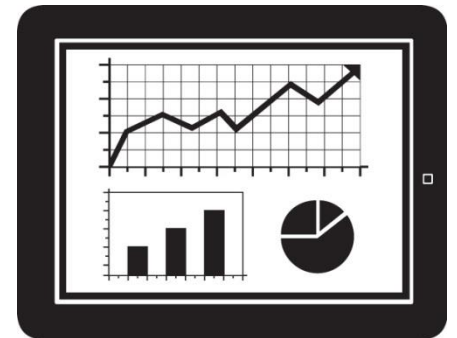
- Simple and intuitive process
- Optimizes interaction between translator and author
- Reduces duplication of effort

Communication

- Information is now easily shared across languages
- All stakeholders able to monitor queries in one place
- Can customize how information is organized and notifications

Analytics

- One central query database
- Use SAP Crystal Reports to gain insights





Thank you

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