



Infor

A solid framework for localization quality and efficiency through long-term collaboration between vendor and client



Enterprise software companies often have complex localization requirements and high quality expectations. As the company grows its product and customer base - for example, through new releases or acquisitions - these requirements can increase exponentially. For this reason, developing long-term relationships with translation suppliers can ensure that localization stays in line with the company's global vision.

To keep pace with Infor's growth, Milengo has focused on delivering scalable, efficient services that are able to evolve together with client requirements and fulfill project budget expectations where needed. Keeping translation quality at the core of this approach ensures that this crucial aspect is not a point for compromise.

CUSTOMER OVERVIEW

Infor is one of the world's leading enterprise software providers. Located in over 40 countries across the globe and with products ranging from enterprise resource planning and asset management to business intelligence and supply chain management, Infor delivers innovative business applications to 90,000 customers worldwide.

Industry

Enterprise
Software

Clients

90,000

Employees

18,000

Revenue

\$2.3 Billion

Text types

Software
Dokumentation
Marketing

A relationship dating back to 2007

Milengo first began working with Infor in November 2007. At this time, Milengo was handling two target languages for two products from Infor's suite of business applications. Their requirements were clear from the outset:

- ✓ **High-quality translations** | as Infor is one of the world's most prominent software providers, the quality of their localized products is extremely important for protecting their brand reputation.
- ✓ **Strict scheduling** | meeting deadlines ensures that delays are not propagated throughout the entire release schedule. In case indicated schedules are not feasible, the vendor should be pragmatic in investigating possible solutions.
- ✓ **Proactive response to QA procedures** | vendors should be able to work with Infor's own internal translation QA steps and be proactive in efforts to quickly resolve issues.

We have worked together with Milengo since 2007. In this time, they have taken care of translation requirements for several of our flagship products and core languages. Their solution-oriented approach has allowed us to develop efficient processes for what can often be very technically demanding translation requests. What's more, our customer base includes many of the world's largest companies and brands, and it's critical that we deliver extremely high-quality localized versions of our products. In Milengo we have a vendor that we can depend upon to consistently meet our expectations.

– Arie van den Berg,
Senior Global Director at Infor



Scaling, optimizing, innovating

Between 2008 and 2011, the number of target languages going to Milengo quickly increased to 11, with 3 products being handled. By 2012, the number of target languages had risen to 27. Currently, Milengo handles over 30 languages and 10 products. The volume of projects has also risen significantly in this time, with an average year-over-year increase in translation spend of 124%.

As requirements scale, many vendors can get overwhelmed. With higher volumes, more products and more target languages being requested, there is the knock-on effect of greater project management effort, larger linguistic teams and more engineering requirements. In order to ensure the appropriate service level is met, Milengo has continuously worked to optimize its own processes and deliver innovative technical solutions.

MEMOQ EXPERTISE

In 2011, Infor adopted the translation tool, memoQ. As Milengo was an early adopter of this tool - primarily due to its close ties with its Hungarian developer, Kilgray Translation Technologies - it was perfectly placed to support Infor in incorporating the software into translation workflows. Over time, Infor has benefitted from Milengo's expertise in many ways. Firstly, translation managers at Infor who had no previous experience with memoQ were able to rely on Milengo for support - and they continue to do so. Moreover, having such a deep knowledge of the tool has offered greater scope for identifying areas for more efficient file handling through custom filters (complex configuration settings for import/export of Infor's source files) and cost reductions when project budgets are restricted.

Scaling, optimizing, innovating

The development of custom file processing scripts perfectly illustrates this commitment to finding innovative solutions. Infor requests often consisted of several thousand XML files for translation. Processing these files individually led to a sizeable engineering effort and the potential for added costs. Furthermore, linguists needed to open and translate each individual file in the translation tool, contributing to a noticeable drop in productivity. To tackle this, Milengo's engineers created a script to glue these files and reduce the overall count to tens rather than thousands, thereby significantly reducing manual file handling and increasing productivity. After translation, the files can be split apart again, maintaining the exact structure of the source versions.

Additional processes on Milengo's side have been subject to continued optimization throughout the relationship with Infor. Project management has been expanded over time to a team of three, while linguistic teams have naturally become more specialized in Infor content with more and more years of experience, resulting in a more consistent translation quality and service level.



Clear benefits

Successfully scaling during the course of this long-term relationship means that as certain areas become more efficient the process as a whole becomes more sophisticated, with greater customization focussed on Infor's specific requirements. Employing custom-developed scripts for file processing has allowed Milengo to automate what are often very time-consuming, manual engineering tasks. This has helped to reduce potential added costs for Infor and increase overall project productivity. Moreover, these scripts have been made available to Infor free of charge to be used in cases where file processing is handled internally.

The end effect is that, with greater efficiency in the processing and file handling steps and a smoother workflow for project managers and linguists, more time can be dedicated to ensuring utmost translation quality





Let's talk!

If you would like to learn more about our translation solutions for enterprise software, please contact us at sales@milengo.com

Milengo is an ISO 17100 certified language service provider with over 30 years of industry experience. With a strong emphasis on consultation, we design tailor-made translation and localization strategies for customers in the IT, software, hardware, manufacturing, and e-learning sectors. In doing so, we focus on the central requirements of these markets: industry-specific linguistic expertise, speed and cost efficiency.