

| Case Study

Project and Quality Collaboration System with interactive Dashboard



| Client

Our client is a global technology company producing vastly diverse and brand sensitive content on a continuous basis. They require consistently accurate and on-brand content of varying origins and channels across all supported languages.

For this organization, recognized as one of the world's top most valued brands, we have over 800 linguistic resources across 100+ languages engaged to deliver, on average, around

15,000 projects per month with over 70,000 project line items to track. These projects have an average Turn-Around-Time (TAT) of less than 48 hours.



| Critical Challenges

Our client required a fully automated online collaboration system that would assign the documents for review to the relevant reviewers and keep them informed of each project's status.

In order to manage the workload, a management dashboard was required where our internal PMO can (1) notify the reviewers of the actual status of individual projects, and (2) check on the availability and capacity of the resources in real time.

Additionally, the dashboard needed to aggregate quality information to capture the state of quality of a given language in order to trigger language quality improvement plans as needed.



| Capabilities Needed

The most critical requirement for success in this continuous publishing model is tight integration of systems via APIs to support seamless content flow and big data management.

Our client needed a fully automated system that would process well over 3,000 requests for assignment a day and manage in the region of 20,000 information updates associated with these requests. All this information needs to be displayed in an interactive dashboard that gives access to the PMs to manage the current status of the projects, monitor capacity and notify reviewers in a quick and efficient manner of any changes in the project.

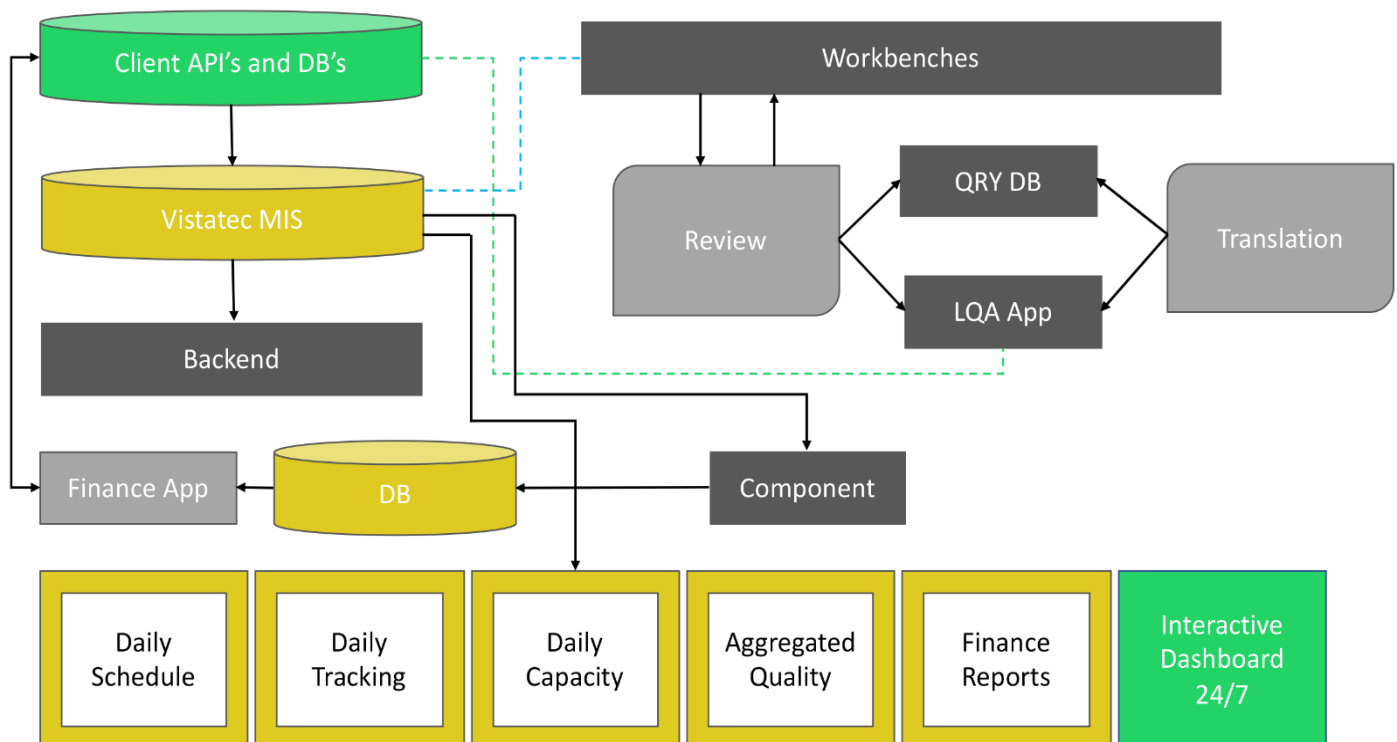
Moreover, our client needed a platform that would deliver actionable information on any language at any given point in time.

| Solution

A fully automated scalable distributed system that continuously checks for updates on the client's end in order to keep all our information up to date and perform the necessary actions depending on the information received (API calls, notifications, information updates, sharing of files etc.).

All the information retrieved by the system back-end is then made available on a front-end web application which is accessible by all stakeholders, whereby:

1. Personalized information regarding the status of the projects is displayed live
2. Project updates can be shared between all stakeholders without the need of mail communication
3. Live information on availability of resources is accessible to all stakeholders
4. Quality information is accessible to drive quality improvement plans





| Success

- Optimized program performance with on-target SLA adherence
- Consistent high-quality output of content in global markets
- Smart usage of technology to support global resources
- Reduced email communication by more than 40% in less than 12 months
- Decreased issues stemming from last minute changes or loss of information
- Augmented resource capacity on actual review time due to decreased admin
- Reduced processing costs by ~30%, freeing up budget for quality initiatives
- More effective quality improvement plans due to sharing of unique standardized quality information across all parties involved (translators, reviewers, client)
- Seamless access to all program related data (project information, capacity, finance, quality) all within the same interface

