

## CASE STUDY

### for Translation of Technical Documentation for an Oil Refinery Project



## THE CUSTOMER

### CLIENT PROFILE

Promova provided translation services for a Spanish division of an engineering company that delivered an oil refinery project to the End Customer in Russian Federation. Established in 1972, this company is the leader for engineering and construction in the oil and gas sector in Spain, one of the leaders in Europe in the design and construction of oil and gas facilities, and one of the world leaders in the refining sector.

Revenues in 2013: €2,846 million

### BUSINESS SITUATION

As a major supplier of energy resources worldwide Russian Federation actively invests in building new facilities on its territory often based on foreign technology. Extensive language support is required in these cases to allow engineers and other technical staff to communicate freely and understand project documentation flawlessly.

### TECHNICAL SITUATION

As End Client and the Technology Provider from Spain extensively exchanged documentation it all needed to be translated, mainly between English and Russian languages. Thousands of pages in various formats (PDFs, Words, Excel, AutoCad, etc.) required translation within fixed timeframes and with top quality. Revisions were made many times during the project so usage of CAT tools was mandatory. Adherence to both Russian construction standards like GOST and SNIP and Spanish as well as International standards was vital.

## CHALLENGE

One of the biggest challenges in this project was the requirement to work with MicroStation drawings directly in the software while making modifications to the drawings at the same time. As rare translator has experience with CAD (and especially MicroStation which is hardly available on Russian-speaking markets) this constituted a major problem to the entire workflow jeopardizing final delivery dates for the Technology Provider.

Another challenge was weekly deliveries that were aimed at ensuring the End Client's engineers were timely supplied with documentation to work with. Even huge portions of documentation were to be translated with these tight timeframes regardless of technical complexity of the files and content.

## SOLUTION

Promova provided trainings to key translators to allow them to work directly with the drawings which helped grow available resources for this type of work from a couple of specialists to up to ten. Even with enough resources available it took too much time as translators were not quick with the CAD software. To avoid bottlenecks Promova organized a completely different process which included preparation of the drawings for translation and further check by professional CAD designers. This streamlined the process significantly and ensured timely delivery till the end of the project.

Weekly deliveries were ensured by engaging additional in-house and freelance translators and full-time in-house reviewers who were managing terminology and translation consistency. Here is what the Client said about Promova's performance:

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***"We are happy with your work with us and would like to keep the work's consistency having your proofreaders on top of the whole documentation."***

During the entire project Promova provided translation of the main portion of all the documents. Whatever the initial format of document was (printed, electronic, scanned) all the files were returned in electronic form with identical formatting. Scalable organization of the company allowed it to grow three times with regard to personnel during peak phases of the project. Promova managed the entire flow of documentation ensuring that no document gets lost and everything is translated. A dedicated project manager ensured timely file analysis, format conversion, management tool update, communication with the client, etc.

Files for translation were managed through a combination of client-provided sophisticated Excel file and Promova's internal Translation Management System which guaranteed that project ran smoothly and trouble-free.

## BENEFITS

Promova provided the Client it's technical knowledge in terms of incorporating a completely new software tool into the process and optimizing dealing with it. A unique solution was suggested which proved efficiency immediately.

Thanks to its vast experience Promova also ensured flawless project management in terms of timely deliveries, workload fluctuations, required resources, and technical knowledge.

## SOME FIGURES

- ✓ More than 10 million words translated
- ✓ 50 000+ pages translated and formatted
- ✓ 3 300+ drawings translated and reformatted
- ✓ CAD-proficient translators number increased to 10
- ✓ Delivery timeframes reduced from months to weeks
- ✓ Drawings translation speeded up by 30% after transferring formatting work to CAD-specialists