

## CASE STUDY

### for Translation of ERP System Interface for SAP AG



## THE CUSTOMER

### CLIENT PROFILE

Promova provided translation services for SAP AG, a German multinational software corporation that makes enterprise software to manage business operations and customer relations. Headquartered in Walldorf, Baden-Württemberg, Germany, with regional offices around the world.



The company's best-known software products are its enterprise resource planning application systems and management (SAP ERP), its enterprise warehouse data product – SAP Business Warehouse (SAP BW), SAP Business Objects software, and most recently, Sybase mobile products and the in-memory computing appliance SAP HANA.

SAP is one of the largest software companies in the world.

Revenues in 2013: €16.81 billion

{ Source: Wikipedia.org }

### BUSINESS SITUATION

As a multinational corporation SAP has offices and representatives all over the world with support and sales in local languages. With all new markets SAP's policy in terms of language is to translate at least the User Interface of their ERP system into local language with the help of a local service provider. Ukraine was the new market for SAP back in 2006, and they had to translate about 2 mln strings of UI into Ukrainian. They used two providers, one of them being Promova.

### TECHNICAL SITUATION

In 2006 SAP was entering Ukrainian market with its ERP solution and requested translation services for their system's core. They contracted two companies with in-house translators who were trained to work with SAP online translation system via secure connection to SAP's network.

## CHALLENGE

One of the biggest challenges in this project was the requirement to quickly build and train a team of at least 10 translators to work online via an interface that was completely new for them. Deadlines were strict and new content was pumped into the system frequently which made workload predictions difficult.

### Promova

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Another challenge was terminology as SAP uses its own corporate language with lots of neologisms and specific terms. These had to be discussed with Language Experts and translated accordingly.

## **SOLUTION**

Promova provided translation services to SAP. For this particular project a completely new team was created consisting of translators proficient in IT area with Ukrainian language as their mother tongue. An editor and a project lead were assigned to ensure project runs smoothly and deliveries are on time.

Security was one of the key requirements of the Client as the translated content was very sensitive, including proprietary and financial information. All project members signed Non-Disclosure Agreements. In terms of hardware Promova complied with Client's requirement for full integration into their secure network via VPN.

## **BENEFITS**

Promova provided the Client with complete solution ideally tailored to their needs.

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:**

- 4 mln words translated in 18 months;
- 10 translators working in-house full-time;
- Full training provided for 2 weeks;
- Security maintained 24/7 as per Client's requirements