

Novell GroupWise 6

With LT assistance, Novell releases GroupWise 6 Starter Pack 1 simultaneously in 21 languages using localization, testing and engineering

The Business Challenge

Novell, the leader in net business solutions, wanted to release its GroupWise 6 Starter Pack 1 simultaneously in 21 languages (including U.S. English). In so doing, the company hoped to:

- **Continue** to extend the GroupWise global reach—an initiative which began with multiple language releases of previous versions of the product.
- **Accelerate** time to market through simultaneous shipment in all languages.

Simultaneous shipment (sim-ship) of so many languages offers many challenges in terms of quality, resource coordination and cost efficiency. For the GroupWise shipment, the inclusion of such new languages as Thai, Hebrew, Arabic and Turkish increased the complexity. To facilitate the sim-ship goal, localization had to begin before code freeze. Despite such variables, Novell was confident that it could deliver a high-quality product to its customers.

The company contracted L10N Technology (LT) to provide localization, testing and engineering services for the effort. LT previously had been selected by Novell to release multiple language versions of the original GroupWise 6 product. Due to LT's successful project execution and on-time delivery,

Novell elected to continue the partnership for the Starter Pack localization.

The LT Solution

The process began with a detailed analysis and creation of guidelines for all software, help and documentation handoffs. LT allocated dedicated project management resources to handle client communication, scheduling and budgeting. This preliminary work prepared the LT team to address numerous updates, linguistic queries and other issues proactively and efficiently throughout the project.

Using both industry-standard tools and Novell proprietary tools, LT localized more than 165,000 words per language. To ensure linguistic quality and consistency, LT localization specialists worked on a peer-to-peer basis with Novell language consultants.

Meanwhile, other experienced LT team members—some of whom were Certified Novell engineers—provided testing, engineering and desktop publishing services. In collaboration with Novell, LT created a testing and engineering plan including lots of details about machine specifications, test cases and engineering tools. A Novell lab was set up to test the product across the 21 languages.

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In accordance with the project schedule, translation, help engineering and testing, soft-

ware engineering and testing and desktop publishing cycles occurred simultaneously across all languages. In order to meet the schedule, tasks were split into language groups and completed by a virtual team working in various locations and time zones across the world.

Just as it had done in previous GroupWise work, LT again delivered multiple language versions that were on time and met Novell's highest quality expectations.

The Customer Benefits

The LT localization, testing and engineering solution enabled Novell to reach its goals of extending global reach and decreasing time to market. "Sim-shipping in 21 languages with the U.S. is a major achievement for us, and we couldn't have done it without LT," said Irene Cormican, Novell's GroupWise program manager. "Thank you all for your professionalism and dedication. I believe we all truly worked as part of a team on this one!"

Further, the repeated success demonstrates the efficiencies that Novell has achieved through its ongoing partnership with LT.

To learn more, contact us at mcgcompany@naver.com or find us on the Web at www.liontech.co.kr.