

Global Power Provider

L10N Technology provides a multilingual end-to-end publishing process that enables a global power provider to cut documentation costs by up to 50%.

The Business Challenge

This customer, a leading equipment supplier to the energy industry, develops and delivers state-of-the-art power plant systems to elec-

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tricity generation stations worldwide. Due to the competitive and unpredictable nature of the energy industry, the company sought ways to

reduce expenses without lowering the quality of its products and services. One area the company focused on was documentation costs.

Because the company serves international markets, it regularly provides operating and maintenance documentation to its customers in several languages. To facilitate this service, the company wanted to implement an efficient multilingual publishing process that would:

- **Reduce** cost.
- **Speed** time-to-market.
- **Ensure** the quality and accuracy required by customers and industry regulators.

The company selected L10N Technology (LT) to design a documentation solution. “We were impressed with LT’s

knowledge of the unique challenges in our industry as well as its ability to design and deliver a true end-to-end solution,” said a senior manager at the company.

The LT Solution

LT assembled a team of documentation specialists who conducted a thorough analysis of the company’s present and future documentation needs. The company expressed two key requirements:

1. **Many** items in the company’s power stations are identical, therefore both original and translated information had to be reused wherever possible
2. **The documentation** had to be distributable in both hardcopy and electronic formats.

To achieve these goals, the LT team designed a custom publishing process that integrated authoring, translation and publishing. Key features of the integrated process:

- **Effective** control over source material, work in progress and language versions.
- **Efficient** hardcopy and electronic publication as a result of combining a neutral information format (Standardized General Markup Language, or SGML) with content management technology.
- **Maximized** content re-use due to the ease of transporting SGML-coded source information into other formats such as HTML and XML.

The Customer Benefits

The integrated end-to-end process, supported by a content management system (CMS), facilitated both full control over the data and reuse of information. The LT solution provided a 50% saving in documentation costs, and further enabled the company to deliver high quality documentation to its growing customer base.

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