

## CASE STUDY

# Breaking language barriers at all levels with leading online translation solutions

**Our client, a leading solution provider in translation software, benefitted from OSF Global Services' commitment in the development of our client's star product, featuring online dictionaries and translation projects to streamline and re-factor the application for greater usability and performance.**

## The Client

Our client is a leading solution provider in translation software, offering a complete suite of high performance tools for time-saving and efficiency in multilingual communication needs.

## The Idea

Simple tasks like documenting off the web, communicating with partners in other cultures, writing documents to foreign correspondents, and other daily activities will not necessarily allow for hiring a human translator in a practical cost and time effective manner. Translation is however necessary and online and instant translation software is increasingly gaining significance in breaking language barriers.

## The Challenge

The need to communicate internationally is felt from personal reasons to high-level corporate requirements. Thus, availability of the translation solution on different platforms (PC, Internet, Intranet, Pocket PC) and technological support of professional linguistic services can make or break the success of the translation solution on the market. Software customization, adapted to different customer profiles and their specific information systems, type of business and organization should enable them to communicate through a variety of ways, like documents, emails, web pages, etc.

Complexity and number of words, conjugated forms, user friendly, spelling correction, thesaurus, translation and technology combined with the native web environment requirements of page access speed and high traffic were just some of the challenges encountered by the development team in enhancing our customer's solutions.

Higher translation quality, increased user productivity and in time-savings require usable, feature rich translation solution, effective and easy to use so that virtually anyone could utilize the software to meet their translation needs regardless of their expertise or information system.

## The Solution

OSF Global Services took over the development of our client's star product featuring online dictionaries and translation projects to streamline and re-factor the application for greater usability and performance, upgrading to a new level the whole user experience from the user interfaces to the core technologies. The complexity of the project increased with the complete involvement of our team in defining the specifications for the future versions and upgrades of our client's solutions.

Quality Assurance of the project, development, design and documentation were all managed by our team of expert professionals. Due to the success of the collaboration, OSF Global Services is today engaged in improving all our client's online, intranet and desktop products for greater success and integration on the customer end. On the back-end multi-browser compatibility, re-factoring from .NET 1.1 to .NET 2.0, complex statistics and usage reports, integrating voice was part of the new developments of the translator tools.

Future application developments will allow for better voice integration, further integration with in-house as well as 3rd party translation engines, development of user generated translation content as well as extended collaboration with leading publishers like Collins, with the ultimate scope of providing even more value to diversifying audience base and user types.

## Technologies

- ASP .NET 1.1
- ASP.NET 2.0
- Visual Basic
- C #
- Voice integration

## The Results

To the date, our client with its online translation tools attracts and supports some of the heavier traffic on the web, allowing for a very fast response time, increasingly becoming a benchmark for its segment of solutions. We



**OSF Global  
Services**  
Powering Your Business

6655 Blvd. Pierre Bertrand, 204-14,  
Québec City, Québec, G2K 1M1,  
Canada  
Phone: +1 (888) 548-4344  
[www.osf-global.com](http://www.osf-global.com)

are proud to have partnered and sustained a winning business model with the technology support it required to succeed.