

XTRA Translation Services



On-demand translation
outsourcing

Example: HBOS

May 2007

HBOS First Client to Make Use of XTRA/net Self-Service Portal

"In view of limited internal resources, how can we quickly effectively manage translation requests from our internal clients with maximum flexibility and control?" This was a question we were asked by our client HBOS. Nice challenge! 14 days later, we implemented a browser-based solution consisting of a self-service translation portal developed and hosted by XTRA. From now on, internal HBOS clients will use the translation portal to request translation services. HBOS's internal language department decide on a case-by-case base whether a translation should be done internally or outsourced.

Scenario

The company has a Language Services department which coordinates translation requests of internal clients. The Language Services department wants to decide on a case-by-case basis whether a job should be translated internally or outsourced to a translation agency.

Goal: minimization of internal effort with a maximum of control

XTRA/net for YOU

Outsourcing tailored
to the needs of your
company

Client ("Requester") submits translation request via self-service portal

XTRA/net for YOU - Requester View 6 November 2007

[Create new project](#) | [View projects](#) | [Overview](#)

Last Name

or Requester's email address, undeliverable emails bounce back to 'xtranet-agency@xtra-services.com'

Job Name (Text that uniquely identifies this job)

English Source language
French Target language

2007/11/12 [Calendar](#) Desired return date (yyyy/mm/dd). Enter deadline by which you require the translation. Default delivery time is EOB (end of business day)

10:00 [Time table](#) Desired return time (hh:mm). Leave blank for default EOB (end of business day)

1200 Word count. Number of words in source text according to Statistics see under Word Tools > Word Count

251.84 Approx. cost in €

Enter your cost centre

Enter comment or special instructions

Current directory: Root

Name	Size	Type	Date	Options
<i>File 'Company.doc' successfully uploaded.</i>				
Company.doc	31 KB	doc File	Nov 06, 2007 - 22:22:21	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Directories: 0, Files: 1 Total size of files: 31 KB

Extract ZIP file on server
(Maximum file size: 134217728 bytes)

Language Services ("Coordinator") decides upon order execution (internal or outsourcing)

XTRA/net for YOU - Coordinator View 6 November 2007

Overview Edit Project

[Go back to project selection](#)

Project data for project # 1:

Project status: **unassigned**

2007/11/06 22:25	Posting date
Maier	Last name
manuela.maier@firma-xy.com	Requester's email address
Musterprojekt	Job name (text that uniquely identifies this job)
English	Source language
French	Target language
2007/11/12	Desired return date (yyyy/mm/dd)

Do you want to do this translation in-house or forward it to Agency?

Translation done in-house

Forward project to Agency Let Agency send the translated files directly to Requester

2007/11/12	Confirmed return date	Adopt desired return date	Calendar
10:00	Confirmed return time	Adopt desired return time	Time table

Please deliver by 08:00 to Coordinator!

Enter comment for Agency

Submit

Translation agency ("Agency") receives notification via email, verifies feasibility and confirms order acceptance

XTRA/net for YOU - Agency View 6 November 2007

Overview Edit Project

[Go back to project selection](#)

Project data for project # 1:

Project status: **To be confirmed by Agency**

<input type="text" value="2007/11/06 22:25"/>	Posting date
<input type="text" value="Maier"/>	Last name
<input type="text" value="manuela.maier@firma-xy.com"/>	Requester's email address
<input type="text" value="Musterprojekt"/>	Job name (text that uniquely identifies this job)
<input type="text" value="English"/>	Source language
<input type="text" value="French"/>	Target language
<input type="text" value="2007/11/12"/>	Desired return date (yyyy/mm/dd)

Please deliver by 08:00 to Coordinator!

Comment from Coordinator

<input type="text" value="2007/11/12"/>	Confirmed return date	<input type="text" value="Adopt desired return date"/>	Calendar
<input type="text" value="10:00"/>	Confirmed return time	<input type="text" value="Adopt desired return time"/>	Time table

Confirm new project

Depending on order settings, translation agency delivers translation to Language Services or client

Outgoing files (will be sent to Coordinator):

Name	Size	Type	Date	Options
File 'Company-FR.doc' successfully uploaded.				
Company-FR.doc	31 KB	doc File	Nov 06, 2007 - 22:44:09	<input type="checkbox"/> <input type="download"/> <input type="edit"/> <input type="delete"/>

Directories: 0, Files: 1 Total size of files: 31 KB

Extract ZIP file on server
(Maximum file size: 134217728 bytes)

Coordinator, please check proper translation of slogan in subtitle

Enter comment for Coordinator

Change of
project status
visible for all
parties involved

No new projects found.

Projects:

Project #1: Musterprojekt

red = Translation in progress
purple = Translation finished, Review in progress
blue = Translation canceled

Language Services reviews translation and delivers translation to client

Incoming files from Agency:

Current directory: Root

Name	Size	Type	Date	Options
Company-FR.doc	31 KB	doc File	Nov 06, 2007 - 22:44:09	<input type="checkbox"/>

Directories: 0, Files: 1 Total size of files: 31 KB

Coordinator, please check proper translation of slogan in subtitle!

Comment from Agency

Outgoing files:

Current directory: Root

Name	Size	Type	Date	Options
<i>File 'Company-FR_Reviewed.doc' successfully uploaded.</i>				
Company-FR_Reviewed.doc	31 KB	doc File	Nov 06, 2007 - 22:54:35	<input type="checkbox"/>

Directories: 0, Files: 1 Total size of files: 31 KB

Extract ZIP file on server
(Maximum file size: 134217728 bytes)

Enter comment for Requester

Client receives notification that translation is complete

XTRA/net for YOU - Requester View 6 November 2007

Create new project | View projects | Overview

[go back to project selection](#)

Project data for project #1:

Project status: **Complete**
2007/11/06 22:25 Posting date

Original project files:

Current directory: Root				
Name	Size	Type	Date	Options
Company.doc	31 KB	doc File	Nov 06, 2007 - 22:22:21	<input type="checkbox"/> <input type="download"/> <input type="print"/> <input type="delete"/>
Directories: 0, Files: 1			Total size of files: 31 KB	<input type="button" value="Select all"/> <input type="button" value="Download selection"/>

Incoming files:

Current directory: Root				
Name	Size	Type	Date	Options
Company-FR_Reviewed.doc	31 KB	doc File	Nov 06, 2007 - 22:54:35	<input type="checkbox"/> <input type="download"/> <input type="print"/> <input type="delete"/>
Directories: 0, Files: 1			Total size of files: 31 KB	<input type="button" value="Select all"/> <input type="button" value="Download selection"/>

Project closing: overviews about project status, cost and purchase orders

Overview page shows relevant project data, e.g. project status, cost, cost centers and purchase orders.

XTRA/net for YOU - Requester View													6 November 2007	
Create new project		View projects		Overview										
All projects														
Current projects			Archived projects											
Project ID	Status	Posting date	Requester's last name	Job name	Source language	Target language	Desired return date	Confirmed return date	Word count according to statistics	Cost centre	Translation by	Approx. cost	Final cost	PO number
1	Translation delivered	2007/11/06 22:25	Maier	Musterprojekt	English	French	2007/11/12 10:00	2007/11/12 10:00	1200	205	Agency	251.84	<input type="text"/> Save	<input type="text"/> Save

Benefits of the solution

- no software installation required (fully browser-based solution)
- very easy to use
- substantial increase in efficiency by standardizing recurring processes
- supports outsourcing on demand
- minimization of internal effort with a maximum of control
- tracking of project status and project archival
- integration of billing data

Want to learn more?



Interested in learning more about XTRA/net for YOU?

As the next step, we recommend you take a look at our **Offline Demo (PDF)** at shows the screens each user is working with. Or let's arrange a date for a **Interactive Web Demo** where we can show you through the application and talk about your specific requirements.

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