

# LTC Organiser – a one-stop shop for managing translation and localisation projects

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Organising translation and localisation work is time consuming and expensive. Errors can occur at many levels, and the human memory is limited. A typical localisation, translation (or interpreting) manager is responsible for a broad range of very time consuming tasks. Tasks like budgeting, project co-ordination, client contact, resource management, establishing deadlines and generating quotes are integral parts of project management.

Therefore, translation and localisation companies are in need of automating the relevant business processes as far as possible, making them transparent within the organisation, and providing as much information as viable and sensible to the customers and suppliers in the outside world.

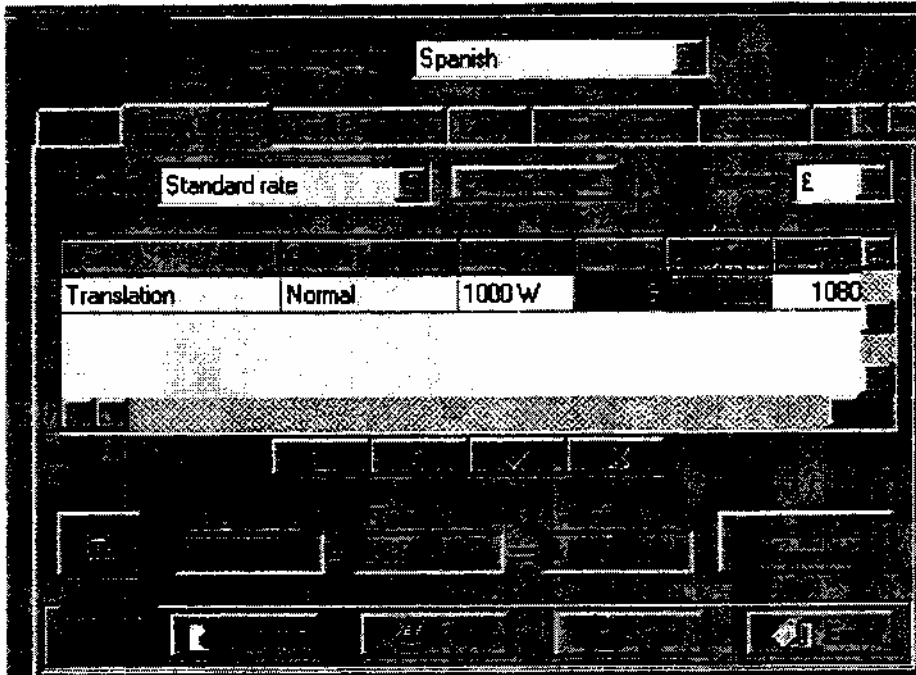
Let us assume a new potential customer called COM.com registers with translation company ACME on their website, asking for a quote. COM.com want their website translated from English into French, German and Spanish, therefore COM.com's marketing manager Bobby Busy enters the company details and URL of COM.com's website, the language combination(s) required and the preferred start date and a deadline on ACME's Customer form.

**ACME Ltd.**

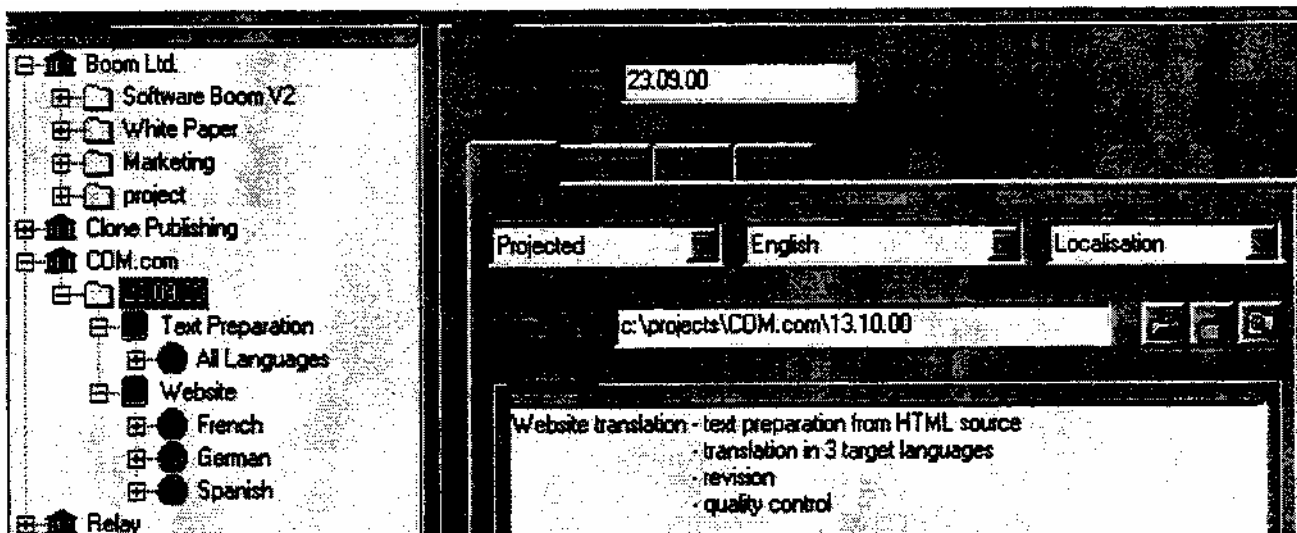
## ASK FOR A QUOTE

Organization:	COM.com		
Department:	Marketing Department		
<u>Contact</u>			
Surname:	Bobby	First name:	Busy
<u>Contact of the order</u>			
Attach Documents:	* More..		
Web Site URL:	http://www.COM.com		
Source Language:	<input type="checkbox"/> French <input type="checkbox"/> Japanese <input checked="" type="checkbox"/> English <input type="checkbox"/> German <input type="checkbox"/> Spanish		
Target Languages (use the ctrl key to select many languages):	<input type="checkbox"/> French <input type="checkbox"/> Japanese <input checked="" type="checkbox"/> English <input type="checkbox"/> German <input type="checkbox"/> Spanish		
Deadline:	20 / 10 / 00 (Day / month / year)	Time:	12 : 00 PM
In which currency do you want to receive the quotation?	Euro (EUR)		
<small>* One of these fields must be filled.</small>			
<u>Contact</u>			

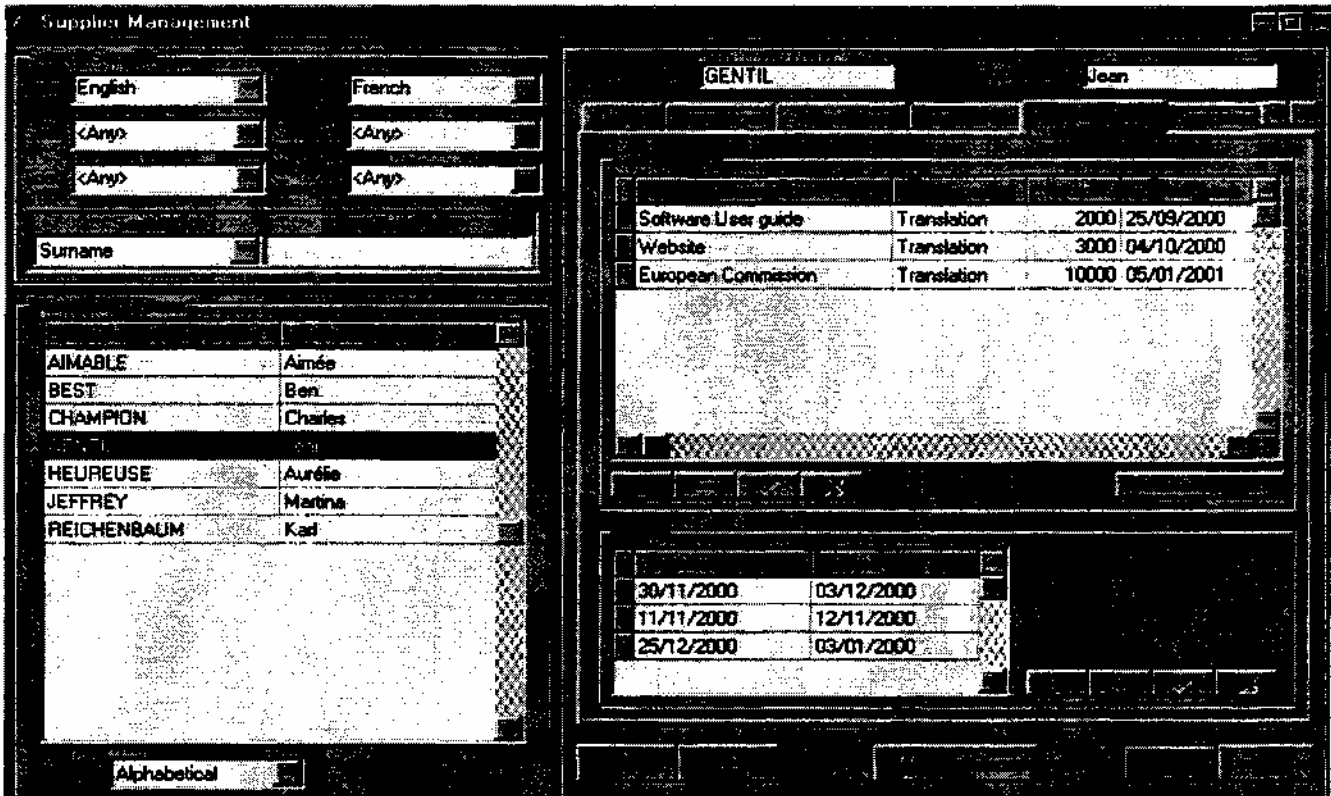
ACME's project manager Freeda Friendly is notified, analyses the website, determines a price for each language and returns the quote to Mr Busy by email.



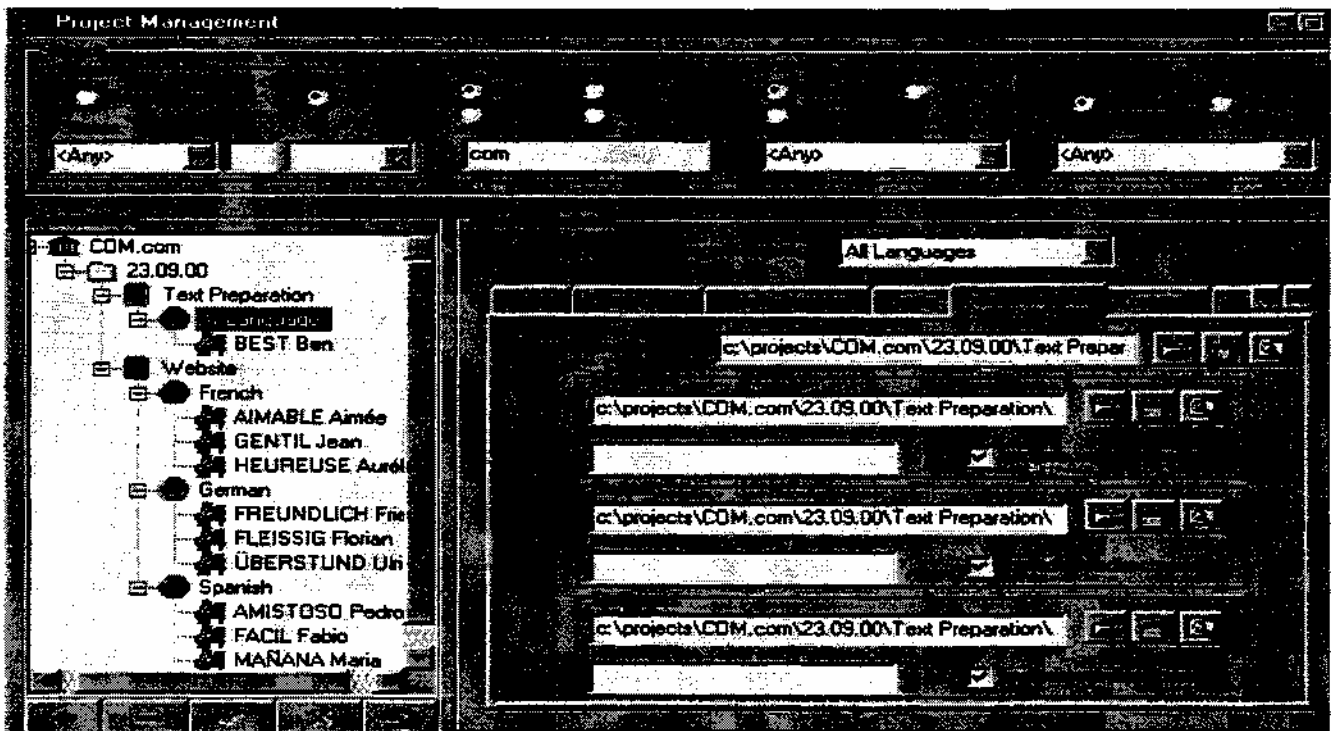
Bobby Busy agrees, and Freeda Friendly starts organising the project, which was automatically generated from the information provided by the customer on the web form.



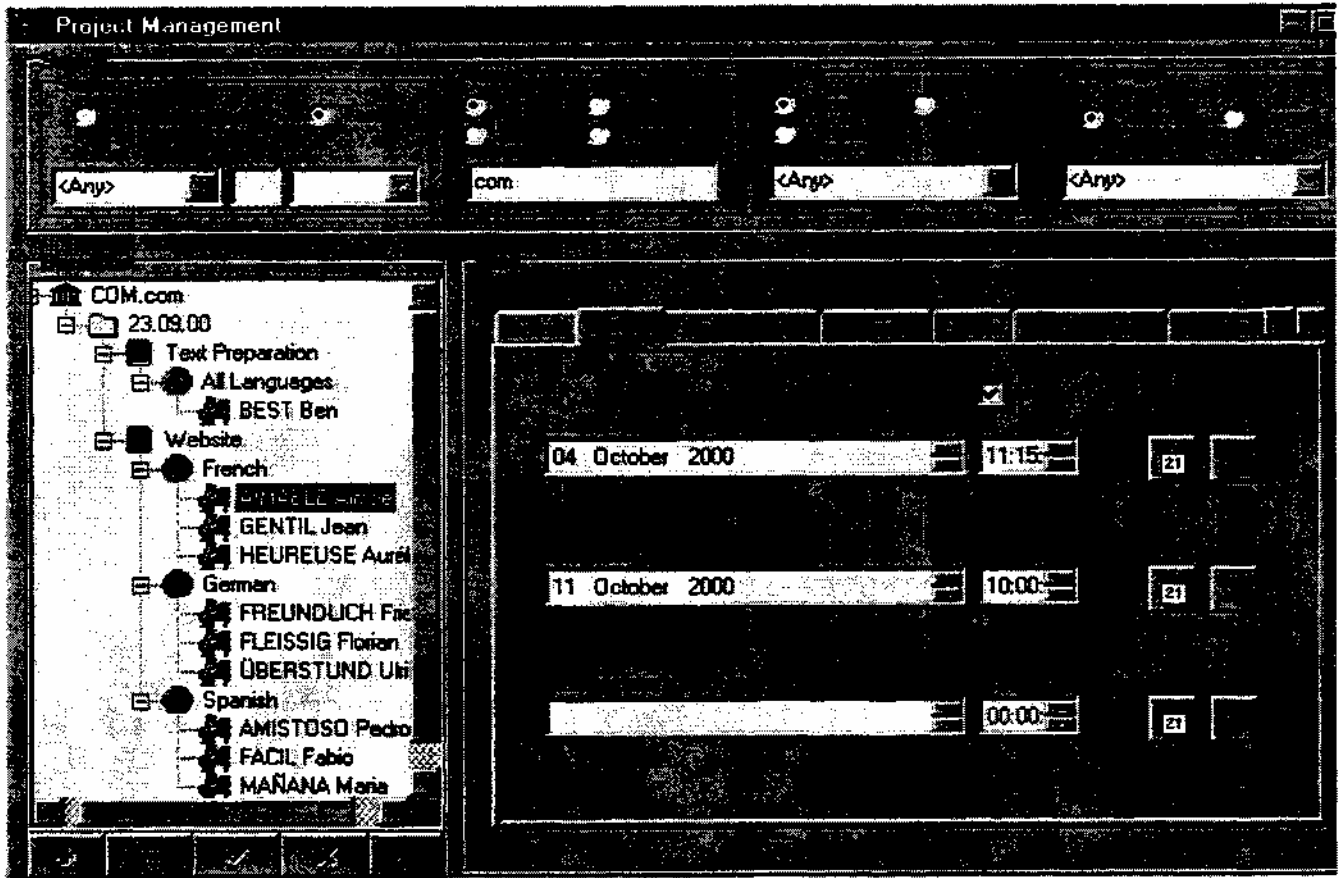
Freda Friendly needs to put together an appropriate team. First she needs a technical expert preparing the HTML files for translation. She also needs a team of French, German and Spanish translators, three for each language, etc., and she checks availability of appropriate resources in the supplier database.



Freda Friendly realises that the in-house translators are quite busy, and only one employed translator can be allocated to the German project, she therefore sends an email to all other possible freelance candidates. Meanwhile the in-house technical expert prepares the files and puts them into the appropriate directory.



Freeda Friendly has allocated all her resources (technical experts, translators, revisers, etc), including delivery dates for each individual involved in the project.

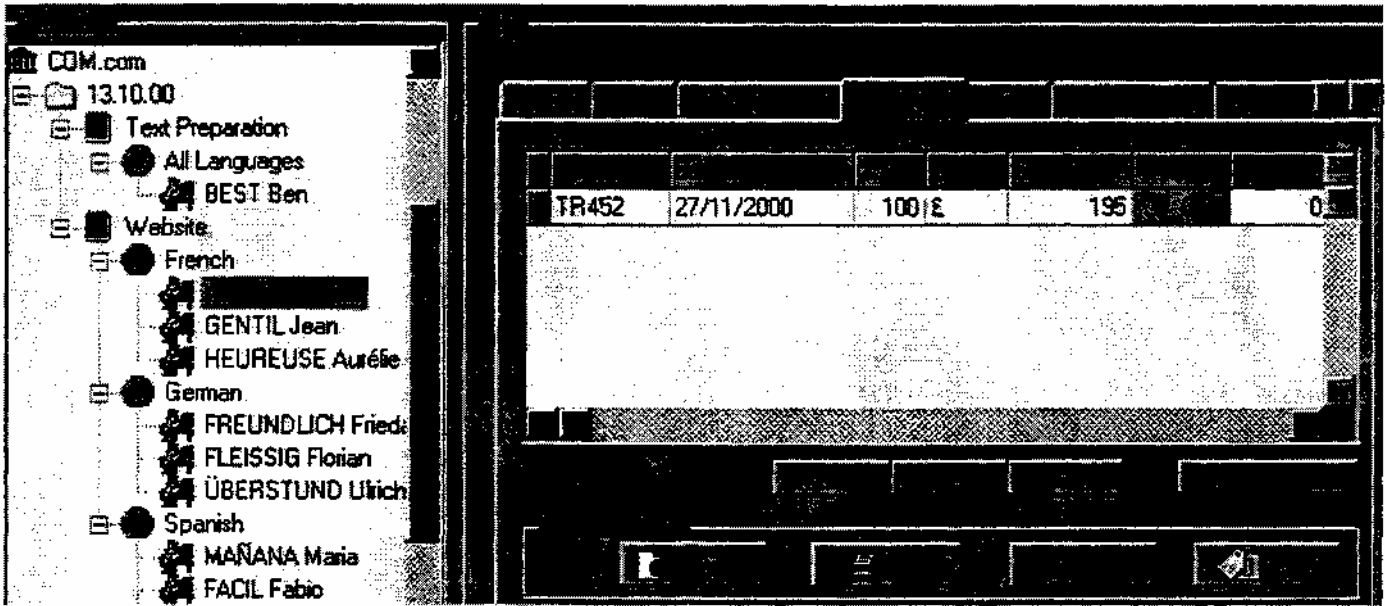


In addition, one of the external translators does not have Quickbench 4, the translation tool she decided to use for the project, and she makes this tool available on loan to the translator.

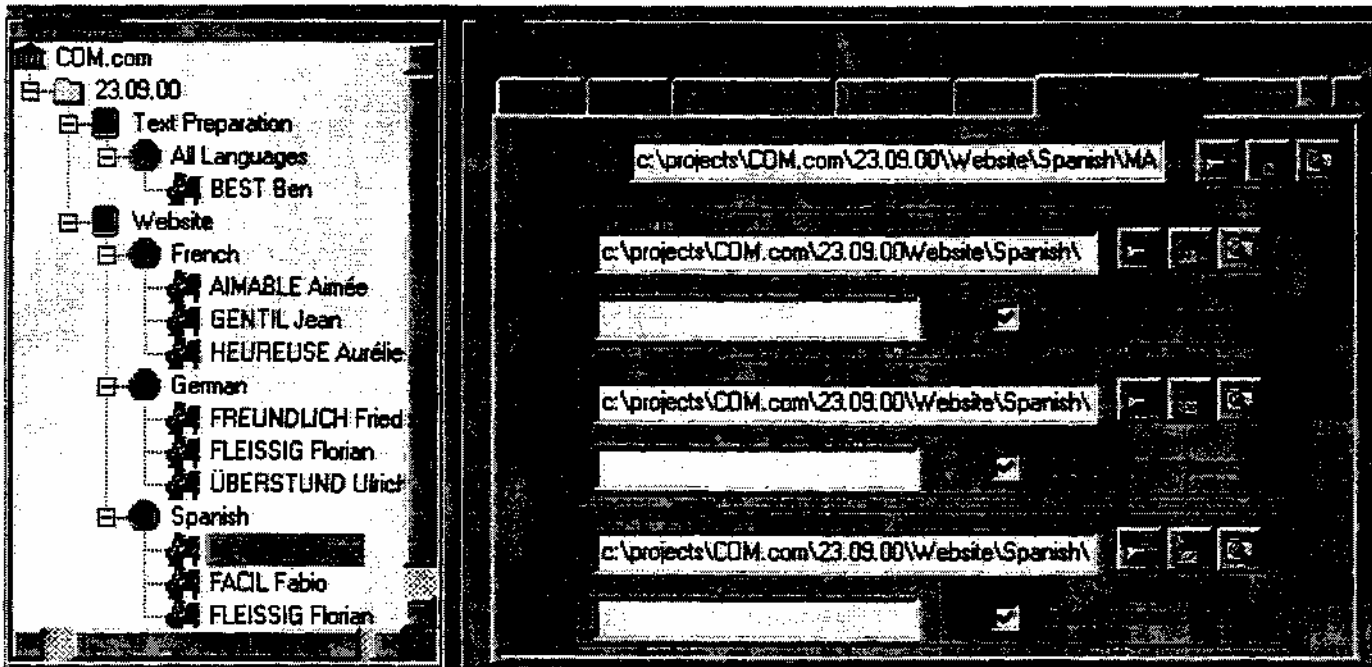
The screenshot shows a 'Licences Management' window with a table of licenses. The table has columns for Name, Status, Version, License ID, Start Date, End Date, and Owner.

Name	Status	Version	License ID	Start Date	End Date	Owner
Deja vu	Owned	2.51				FONTAINE Brian
Deja vu	Owned					JEFFREY Martina
Quickbench4	Borrowed		PH000123	31/12/00	09/10/00 14:55	FACIL Fabio
Quickbench4	Borrowed	1.6	PH000456	28/01/01	30/09/00	FONTAINE Brian
Quickbench4	Owned	2.0	PK000985			AIMABLE Aimée
Quickbench4	Owned					FLEISSIG Florian

Now she needs to prepare purchase orders for all freelance members of her team.




Then she sends the P.O.s out to the team members, together with the files each member needs to translate. The corresponding directories are automatically generated.




Every two days the translators deliver a status report of their work, using ACME's web form for suppliers.

Bobby Busy from Com.com also has access to status information, thus minimising the number of phone calls he would otherwise make to Freeda Friendly:

 ACME Ltd

**TASKS**

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 ACME Ltd

**FOLLOW THE STATUS OF A PROJECT**

Organization:	COM.com		
Department:	Marketing Department		

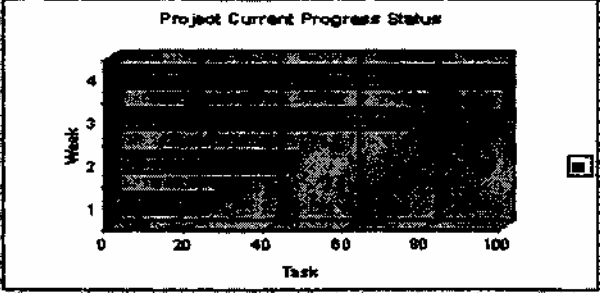
**Contact**

Surname:	Bobby	First name:	Busy
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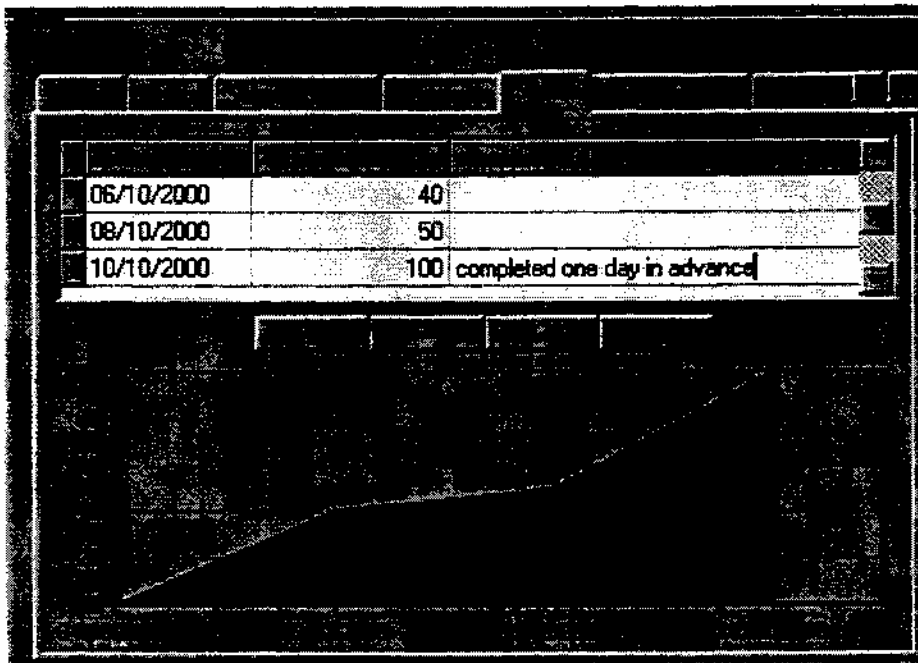
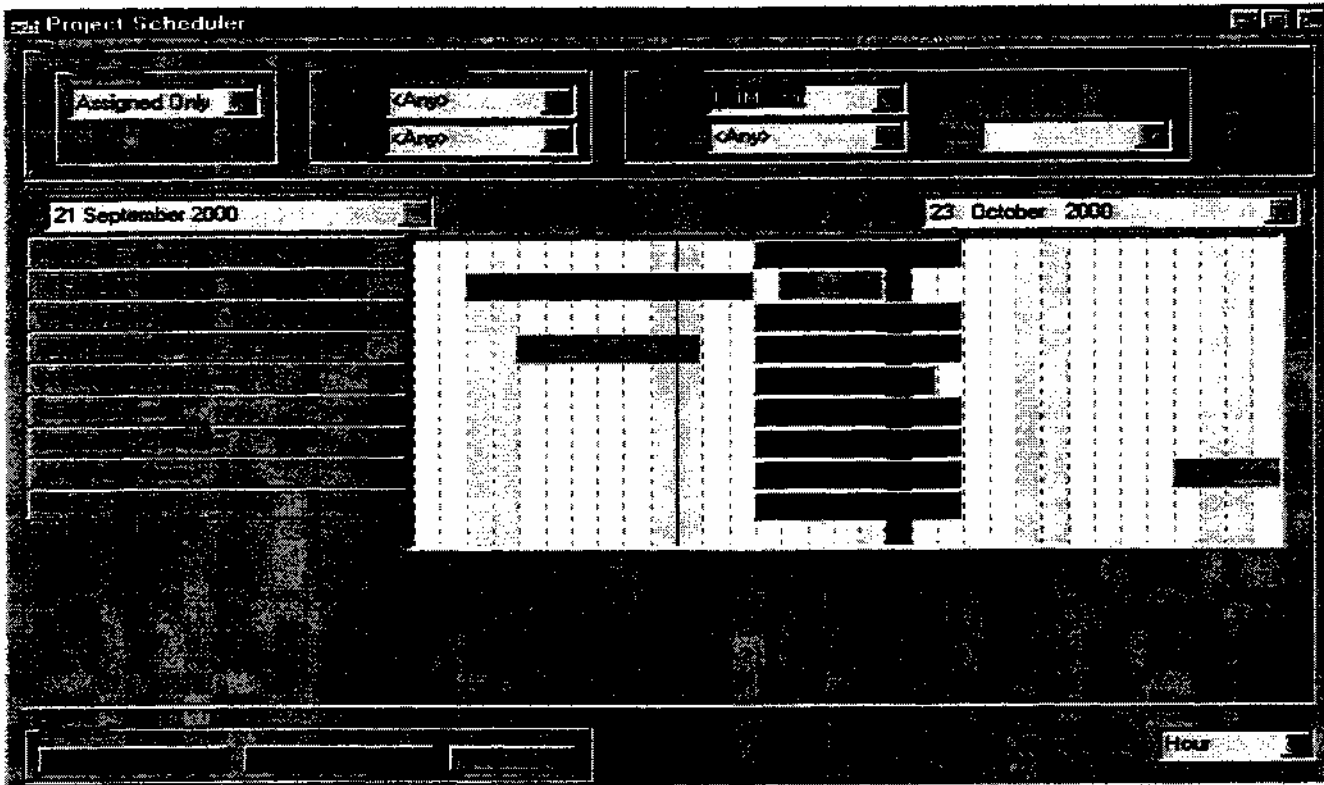
Project Name: 23.09.00  
Project Dead Line: 25.10.00

**Project Current Progress Status**



The chart displays progress status over four weeks. The Y-axis is labeled 'Week' (0-4) and the X-axis is labeled 'Task' (0-100). The chart area is mostly black, indicating 100% completion of tasks across all weeks. A legend box is visible on the right side of the chart.

Freeda Friendly checks progress via a scheduler.



Once the project is completed, including quality assurance, Freeda Friendly returns all the files to the Bobby Busy at COM.com and prepares the relevant invoices.

**ACME**  
 Tel: 0268363 4545  
 Magk House  
 Rotten Street  
 Walt Disney  
 WD 1230      DisneyLand

**Invoice** ACME Ltd

VAT Reg No your VAT Ref	Invoice Date 10/10/00	Invoice Number 16
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**INVOICE TO**

COM.com      **BUSY Bobby**

Keddy's  
 Carr Flakes Street  
 Grater City      Canal  
 10101      Food

Client Vat Reg No:

**Invoice Description**

Project:                      2309.00 Website

From: English

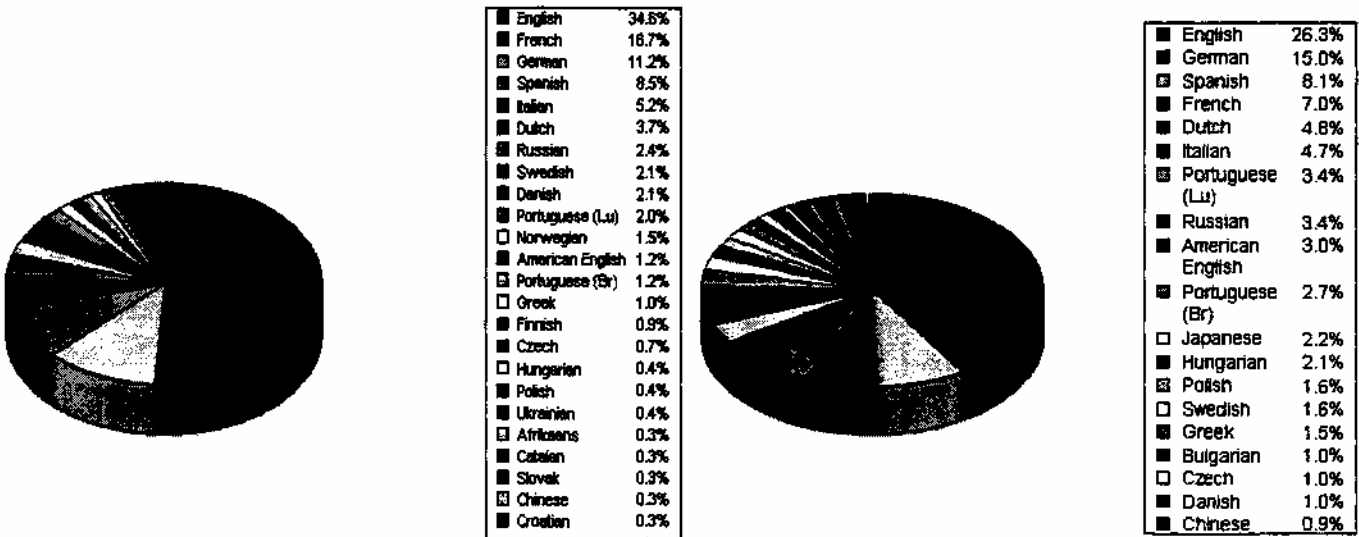
Into: French

Task Description	Unit	Qty	Unit Fee	Amount
Translation:      Normal	1000 W	9	110.000€	990.00€
<b>SUB TOTAL</b>				<b>990.00€</b>
100.0% DUE ON				990.00€
VAT 17.50%				173.25€
<b>TOTAL</b>				<b>1,163.25€</b>

As Simon Success, owner of ACME, is negotiating a merger with another company, he is preparing a presentation to give an overview of ACME's overall activities and profitability. He generates the relevant up-to-date information via the report module available in the integrated project management environment:

Distribution of Translators per Source Language

Distribution of Translators per Target Language





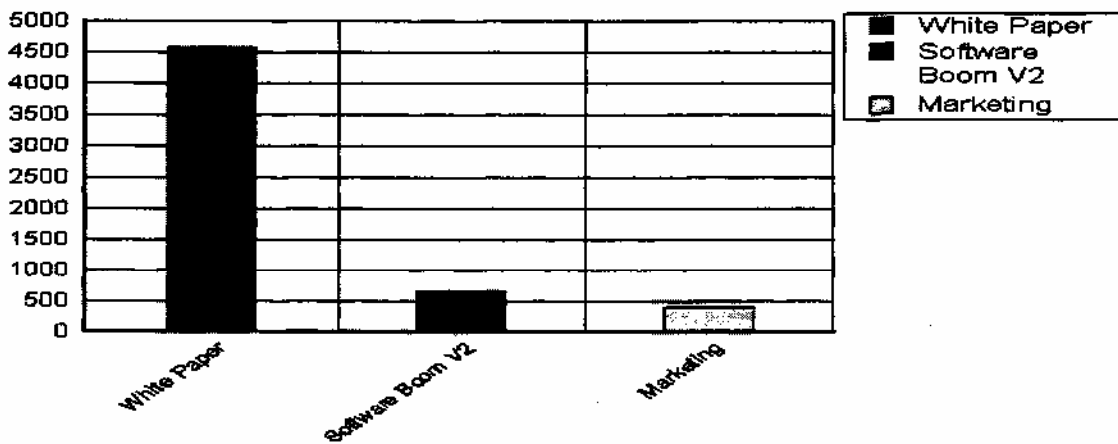
**Paid Invoices**

10/10/00

Invoice No	Invoice Date	Invoice Amt	Invoice Date	Paid Date	Paid Value	Client
15/03/99	£	3,999.00	30/03/99	3,999.00	Clone Publishing	
11 31/01/00	FF	1,200.00	15/02/00	1,200.00	Boom Ltd.	
10 31/01/00	£	4,400.00	21/01/00	4,400.00	Boom Ltd.	
13 31/01/00	\$	2,492.26	15/02/00	2,492.26	Boom Ltd.	
12 28/02/00	FF	3,043.00	10/03/00	3,043.00	Boom Ltd.	

**Distribution of Profits per Project**

Client: Boom Ltd.

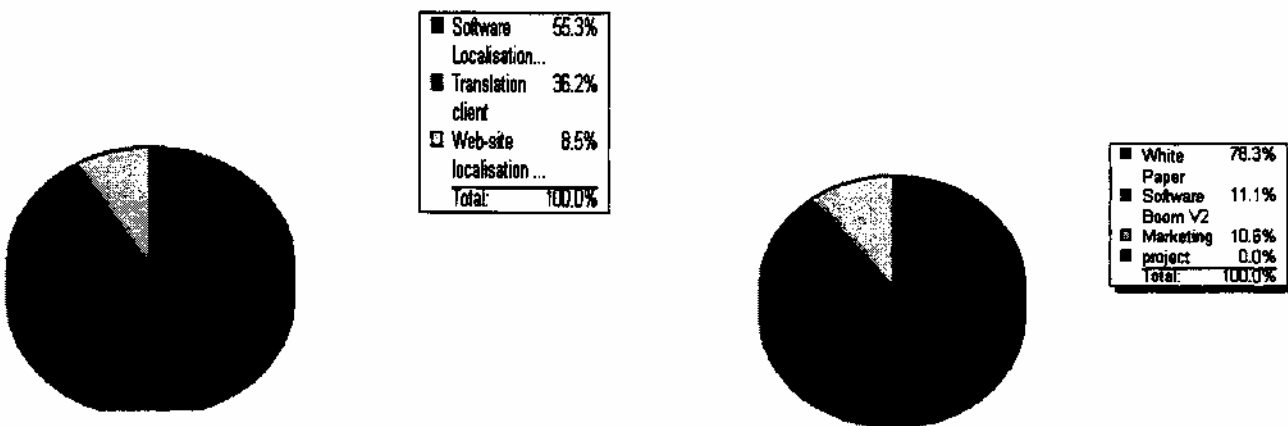


**Distribution of Profits per Type of Client**

**Profit Distribution by Project**

Client: Boom Ltd.

10/10/00



Summary

The above is a case study of the possible use of an integrated management tool for the language industries - the LTC Organiser. All management staff in a given organisation work from an integrated environment, which allows for transparency of all processes throughout the organisation. It is estimated that savings in terms of time and cost

for project managers are in the region of 50%, and management levels can be kept lean and efficient. By checking information entered in the system on a regular basis, the success of projects can be maximised.

This powerful tool allows, for example, the sales force to concentrate on customer relationship management via the client database and a sales module (nearly ready for release), the project managers to take advantage of the supplier and project management database facilities, the accountant to import purchase orders, invoices and quotations into the accountancy environment, and the directors to assess global trends and statistics, arranged in reports which can be generated from any combination of data in the database.

The release of a web version of LTC Organiser is imminent. It consists of 3 products: the customer and supplier web forms which allow customers and suppliers to register via the web, and the web version of LTC Organiser itself, which allows organisations to collaborate from distributed sites. A web server with Microsoft SQL Server and the LTC Organiser Application Server needs to be installed in one office, and then all other offices have access to the same database. An ASP solution is planned for companies who do not wish to install a web server on site.

One of the most pleasant comments of LTC Organiser users has been: "You don't know what you are missing until you have implemented LTC Organiser in your organisation".