

## Context-Sensitive Help and Localization of a Healthcare Solution

“Great services, perfect results—the job is well done indeed. Now the product has the look and feel as if it was originally written in German. What you’ve done is even better than I expected.”

Thomislav Seebach  
Project Coordinator

### Customer

The customer is a leading Austrian company that implements unique solutions to streamline, integrate, and automate all business processes across an enterprise. The solutions offered by the customer are applicable in a wide range of industries, including insurance, manufacturing and distribution, legal consulting, health care, etc.

<b>Company</b>	<i>Consulting Solutions Provider</i>
<b>Country</b>	<i>Austria</i>
<b>Business Domain</b>	<i>Health Care</i>
<b>Services Used</b>	<i>Technical Writing and Localization</i>
<b>Cooperation Model</b>	<i>Technical Writing and Localization Outsourcing</i>
<b>Duration</b>	<i>6 months</i>
<b>Efforts</b>	<i>325 man-hours</i>

### Project

The customer recognized the need to increase the available market share and, in tune with this strategy, decided to roll out a new solution for online medical consulting to international markets. The software in question integrated various processes: stored and processed pharmacy data, maintained medical records, monitored and analyzed patient information, and allowed various participants of the consulting process to interact online. The customer turned to A1QA with a two-fold request—to generate context-sensitive Help and localize the software, including the resource and online Help files, for the German-speaking audience.

### Challenge

From the very start, A1QA faced a number of challenges.

The new product was based on an earlier fully implemented software version, but its processes were not documented, and A1QA had to create the documentation from scratch.

The pharmaceutical terminology in the resources and Help files had to strictly comply with the applicable international standards because the product regularly exchanged information with pharmaceutical databases worldwide. In case of any discrepancies in terms, import and export of data would become impossible.

Since the context-sensitive Help was intended for integration with the software, it was extremely important to observe a number of constraints in the translation:

- The user interface elements were fixed in size; therefore, it was required not to exceed the original line length, which was quite challenging—generally, German strings are considerably longer than English strings.
- Another issue concerned the user interface elements that were positionally dependent and could not be reordered when the target language required changing the word order.

### Solution

In the planning phase, the technical writers’ lead analyzed all requirements of the project, such as the schedule outline, industry standards, pre-translation research, necessary tools, and any constraints involved, and developed a detailed estimate. In addition to that, the team created a comprehensive localization proposal. After that the estimate and proposal were forwarded to the customer for approval.

Once the customer’s approval was received, the writers’ team launched the project, which consisted of two stages, with two steps in each.

## Stage 1. Context-sensitive Help

**Creating Help files:** Full-featured HTML Help pages were produced in Dreamweaver on the basis of specially built templates and style sheets. Automating the design process not only saved time and efforts, but also ensured that all pages were professional-looking and that their layout could be updated instantly.

The first priority of the Help authors was to facilitate the subsequent translation of the content. With this purpose in view, they used the natural similarity between the two languages, where possible, to make the original text easily translatable into the target language.

**Translating Help files:** Qualified German translators first scrutinized the standard for pharmaceutical terminology. Also, they prepared a list of supplementary reference materials, taking into account that translation of pharmaceutical terms requires accuracy and knowledge in the field since many of the terms are unique notions with unique translations.

After the translation was completed, a qualified reviewer made a check for any incorrect terms or misinterpretations.

## Stage 2. Resource files

**Reviewing original resource files:** The resource files were initially generated by the development team. Therefore, before being localized, the files needed to be proofread and edited. The technical writers reviewed strings in the source language to ensure that the wording in messages, menus, button captions, and other GUI elements is consistent and grammatically correct. The corrections were then integrated by the development team.

**Translating resource files:** To guarantee high quality, the translation team followed internal resource localization guidelines. Also, they used the same reference materials and glossary that helped them to translate the Help files.

To spot any mismatches and differences in the resource files, the team utilized the Beyond Compare tool, which ensured maximum consistency of the deliverables.

Afterwards, the translated files were handed over to the quality assurance team, whose task was to find any corrupted characters, strings that remained in the source language, truncated text, etc.

## Technologies used

**Tools:** Visual Studio .NET 2003, Macromedia Dreamweaver 8

**File comparison tool:** Beyond Compare 1.9.5

## Success

- The customer managed to take the solution to international markets on time.
- The multi-step internal control ensured quality of the translation and its compliance with the industry standards.
- Making use of the powerful process optimization tools, A1QA considerably reduced translation and localization costs.