



HOW LIONBRIDGE PROVIDED EXPERT TRANSLATION FOR THE SUCCESSFUL IMPLEMENTATION OF A LARGE-SCALE HUMAN RESOURCES INFORMATION SYSTEM

Lionbridge's critical role enabled its Fortune 100 multinational conglomerate customer to rollout Workday software, impacting nearly 300,000 employees globally

12
LANGUAGES

10 MILLION
WORDS TRANSLATED

99%
ACCURACY

THE RIGHT LANGUAGE PARTNER IS CRITICAL FOR DIGITAL TRANSFORMATION

Workday, Inc. is a provider of enterprise software that enables companies to manage human capital effectively and efficiently. Partnering with a trustworthy Language Service Provider (LSP) experienced in large global rollouts of enterprise technology is essential for a successful implementation. This multinational customer turned to Lionbridge to translate millions of words of content associated with the rollout, a critical success factor for its global implementation.

ABOUT THE CUSTOMER

Our customer is an American multinational conglomerate occupying a spot in the Fortune 100, committed to achieving worldwide leadership in each of its businesses. At the time of this engagement, its major businesses operated in about 180 countries worldwide and employed nearly 300,000 people.

THE CHALLENGE

Our customer initiated a Workday software implementation to automate and administer HR activities as part of its effort to transform into the world's premier digital industrial company. It needed a partner with Workday implementation experience who could support large volumes of content and adhere to an aggressive delivery schedule for its large-scale global rollout.

The customer sought expert guidance from Lionbridge for the rollout, requiring the following:

- » High-quality translations in 12 languages
- » Glossary creation and Translation Memory (TM) management
- » Enhancement of the translation process
- » Management of the in-country review process
- » Adherence to a tight project timeline



THE SOLUTION

After understanding the customer's requirements, Lionbridge provided a dedicated project team to support all the customer's language needs and implemented its translation process to translate millions of words quickly. Several tactics facilitated the translation process, leading to a successful global Workday rollout.

USE OF THE LIONBRIDGE LA'NGUAGE CLOUD™

Lionbridge onboarded the company's project owners and reviewers to use the Lionbridge La'nguage Cloud portal, an AI-powered content platform that increases content velocity. The portal simplified the customer's ability to submit and receive translation materials, eliminating manual processes. The easy-to-use technology enhanced the translation process by bolstering efficiency, enabling Lionbridge to execute a vast number of translations quickly for different customer teams all over the globe. The engagement involved translating various types of content from PowerPoint and Excel.

Lionbridge translated:

- » Job guides
- » Guided tours to assist with onboarding/training
- » eLearning courses
- » Instructor-led training
- » Step-by-step guides
- » Questions and questionnaires
- » Help text



TERMINOLOGY

Lionbridge flagged inconsistencies in the customer's legacy Translation Memories (TMs), outdated glossaries, and conflicts in terminology among different teams. Lionbridge suggested ways to address these issues and worked with the company to develop solutions that would provide long-term value for future translations.

TIMELINES AND VISIBILITY

To meet demanding timelines, Lionbridge provided visibility into project statuses by:

- » Creating a status report tracker in SharePoint, enabling stakeholders to independently access the translation status daily.
- » Training team members to run review and cross-over reports in the La'nguage Cloud, making pertinent information readily available and eliminating the need for the customer to email and instant message Lionbridge project managers for answers.

These tactics saved time and enhanced the project workflow by removing extra communication since team members could access relevant information when needed.

SUPPORT

Lionbridge provided training materials and demonstrations (live and recorded for on-demand consumption) and held daily meetings as long as necessary with teams requiring additional support on using new tools. Lionbridge went to great lengths to ensure the company's stakeholders were comfortable with these tools, including the available online review tool, to enhance translation speed and efficiency.

WORKDAY EXPERIENCE + LANGUAGES

Leveraging its extensive experience with Workday, Lionbridge contributed to a smooth and efficient rollout process, ensuring translation tasks were handled well from start to finish. Lionbridge translated English source material into 12 target languages for the engagement.

THE RESULTS

The company's partnership with Lionbridge enabled it to complete its global rollout of Workday technology efficiently.

Lionbridge accomplished the following objectives:

- » Translated 10 million words in 12 languages
- » Achieved 99.9% accuracy rates
- » Enhanced the translation process through its easy-to-use, cutting-edge technology
- » Successfully managed the customer's in-country review process, achieving timely reviews
- » Adhered to aggressive translation turnaround times

"I love your team. They are great. They are so attentive and smart and willing to work with everyone. What we're being sent is great quality."

— Fortune 100 Global Company Team Lead

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