

SOFTWARE CASE STUDY



JONCKERS LOCALIZES USER INTERFACES FOR MAJOR SOFTWARE PROVIDER

25-YEAR PARTNERSHIP

ADAPTATION TO PROPRIETARY TOOLS

TECHNICAL DOCUMENTATION

USER INTERFACE LOCALIZATION

POWERFUL USER INTERFACES SPEAK MULTIPLE LANGUAGES

Since the 90s, Jonckers has been one of the trusted language partners for one of the largest software development companies in the world. This company develops and sells cloud-engineered systems, database software, and technology and enterprise software products. Localizing such a wide portfolio of user interfaces and technical documentation does not come without its challenges. Ever sure to drink their own champagne, this company does not use commercial tools. Instead, they develop their own proprietary tools to assist the whole localization process: from terminology lookup and quality assurance software, to interfaces that guide translators and post-editors.

These software and tools have changed and improved over the years, with Jonckers changing and improving alongside them. Our relationship with this customer has helped Jonckers to become a flexible localization expert over the years; always willing to look ahead and work with new technologies.



TECHNICAL TRANSLATION CHALLENGES

It has always been our customer's internal policy to develop their own tools instead of relying on other commercial computer-assisted translation (CAT) software that is available to everyone. This allows them to focus on their needs, control every step of the process, and ensure data protection. However, it comes with the extra challenge of finding professional linguists willing to learn how to work with such specialized tools.

For our client, quality is key, and not only during the development of their cutting-edge software. The outstanding quality of the products they release must be mirrored in their localized products across all languages. Jonckers complies with a strict and very detailed quality assurance documented model, designed to manage our customer's quality expectations.

To ensure that Jonckers meets their very demanding quality expectations, our customer's in-house linguistic department monitors the entire localization process. Over the years, Jonckers has forged a relationship of trust with our customer's internal linguistic department by supporting each other's needs, offering one another expertise, and consistently passing our customer's demanding quality audits.



WIDE RANGE OF PRODUCTS



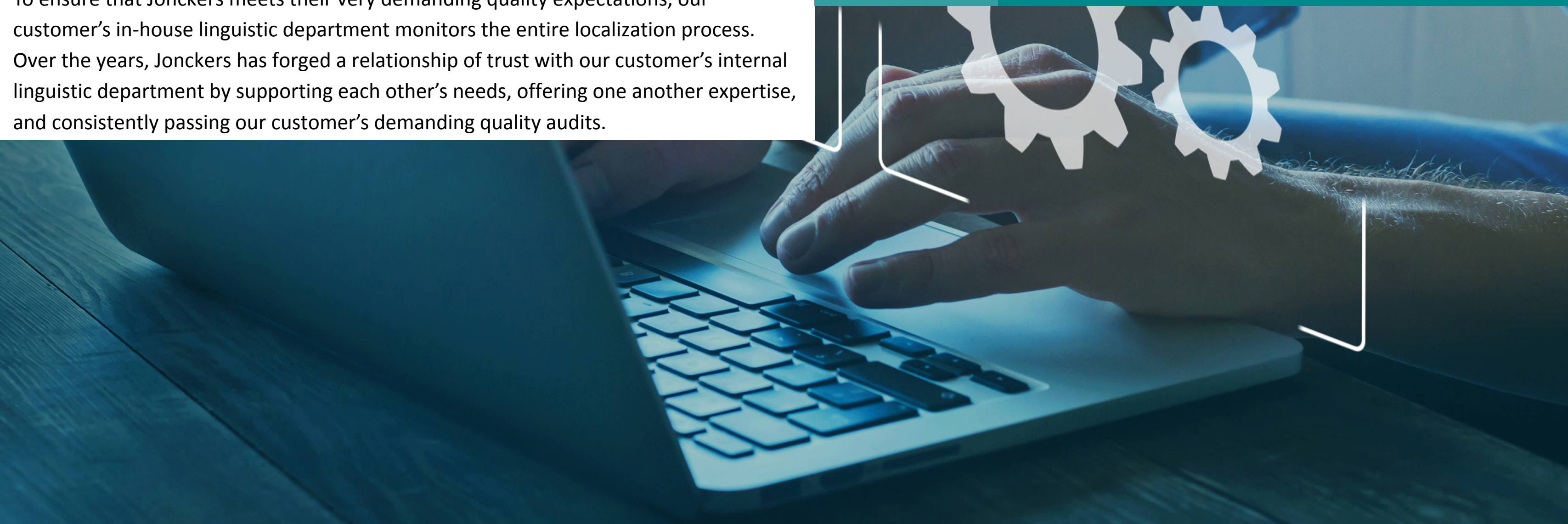
STRICT QUALITY ASSESSMENT PROCESS



IN-HOUSE TRAINING TO USE PROPRIETARY TOOLS



SHORT TURNAROUND TIMES



TRAINED LINGUISTS



HOW JONCKERS HELPED

Over the years, Jonckers has learned how to use our customer's proprietary tools. After each new software update, Jonckers takes the time to master the different platforms and understand all functionalities. Afterwards, Jonckers trains between 20 and 25 localization professionals per language so they can work with and make the most of all the functionalities offered by our client's tools.

A wider pool of subject localization experts is needed as our customer develops software for all types of industries. From hospitality to banking, manufacturing to marketing, sales to IoT, our client dares to create products in all sectors, with Jonckers' professional team ready to localize these products for all sectors.

BULLETPROOF PROCESSES



PROFESSIONAL LINGUISTIC SERVICES



SPECIALIZATION IN A VARIETY OF SUBJECT MATTERS



ADAPTATION AND FLEXIBILITY



SOFTWARE CASE STUDY



The digital world has more content than ever. Yet a marketer's reach is always restricted by the reach of their language engagement and their budgets. But what if you could be in all markets, at the same time? With over 27 years of experience in language services, Jonckers has developed reliable translation & localization services that are comprehensive and cost-effective, with incredibly fast turnaround times. Combining our pool of expertly-trained linguists, an extensive QA process, and our dedicated program management teams, Jonckers offers complete control, transparency, and scalability. Go global faster and on budget.

- In 2015 Jonckers developed a cloud-based AI platform called [WordsOnline](#), created to reduce cost and translate big volumes, within a tight timeframe.
- WordsOnline is a powerful AI translation platform, which enables translation at scale through a global network of linguists.
- Jonckers has a curated, trained, and managed multilingual community that can scale in size, domain knowledge, and skills. It deploys these resources to support companies that are going global or require multilingual expertise in developing AI solutions or data processing/analytics.
- Visit [Translate Now | WordsOnline](#) to order a translation instantly, following an automated and simplified model. Upload your documents, select your language combination(s) and the quality of service, then pay via PayPal or credit card. It's as easy as upload, relax, repeat!
- If you translate regularly, set up a monthly translation subscription to save time, costs and administration. Consult our subscription model here [Choose a subscription model - WordsOnline](#).
- Visit [www.Jonckers.com](#) for company information and news.

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THE RESULTS

As a result, Jonckers has been one of the trusted localization partners for this software development company for more than two decades. Jonckers localizes more than 2.5 million words per year under the umbrella of this one customer. This volume comes from localizing software in every conceivable industry. Jonckers has proudly grown next to this customer, adapting to their needs and their in-house localization software through the years.

“Continuously meeting our client’s demanding quality expectations requires a lot of flexibility from us. Jonckers needs to adapt to new tools and localize content for new industries daily. All that, while meeting tight deadlines. It’s a wonderful challenge that’s allowing us to grow our expertise by constantly keeping up to date with the different technologies.”

Language Analyst at Jonckers