

success story



RAYTHEON PROFESSIONAL SERVICES

Automated translation workflow for training materials (eLearning)

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Raytheon Professional Services (RPS) is a division of Raytheon, a leading supplier of high technology, electronics, management, control, communication and information systems, and of comprehensive services, with an annual turnover of more than 20 billion US dollars and over 73,000 staff. Raytheon is ranked among the top 5 in its sector in the Fortune ranking list of the most popular companies.

RPS itself is one of the three leading suppliers of training solutions and training outsourcing worldwide, and has more than 75 years of experience in the field of performance development for employees, business partners and customers. Every year, 800 staff support around a million training participants in 75 countries and 28 languages.

Initial Situation

Although RPS already had a powerful data handling system, a great deal of time was expended on translation and, in particular, on the proofreading and testing workflow in Web Based Training (WBT).

Recurring processes (loops) were required for translations, requests for changes and corrections, resulting in a need for a lot of coordination among those involved. For this reason, RPS soon began analysing and evaluating appropriate software solutions.

Particular Challenges

Since RPS works with many external developers in the field of Web Based Training, and the reference model employed, »SCORM«, permits the greatest

possible freedom of reproduction for text content, the new system to be found had to support diverging data and file formats within a process.

A further challenge was that a large number of training courses were already translated and in need of urgent revision. This meant that long-winded design and coordination phases were out of the question.

The Andrä AG Solution

Following a brief analysis of infrastructure and process sequences, in conjunction with RPS's developers an automation-ready interface between **ontram** and the Learning Management System (LMS) used by RPS was specified on the basis of WebDav. This interface is used to set up projects and subsequently to hand over translated and localised content.

The fundamental advantage is that users can transfer their current text status to the LMS at any time, which means they can view it in the course context (instant preview). Translators and proofreaders see their work directly in the target layout, and can release it directly.

There was no longer a need for the previous process loops with time-consuming

descriptions of desired changes, implementation of the changes in the WBT and the ensuing further check.

Translators and proofreaders were prepared for working with **ontram** in half-day workshops or one hour of telephone training. No further preparations were necessary since, as a purely web-based application, **ontram** does not require installation.

The Outcome for the Customer

In use at RPS, **ontram** showed how quickly it can be linked up with existing systems, in how uncomplicated a fashion users are introduced to it, and how the potential for optimisation can be exploited within a very short space of time.

In this case, the backlog of courses requiring localisation was very quickly worked through. From now onwards, the proofreaders could concentrate on processing the content, and not so much on the localisation process. The »Translation Memory« already integrated into **ontram** also speeded up processing of those courses that had been only partially translated, or not translated at all - now with completely transparent processes and costs.

WBT was only the beginning

Shortly after **ontram** had been successfully introduced for WBT courses, it was also to be used for other types of courses. Since **ontram** is based on a completely media-neutral approach, this request too could be fulfilled without difficulty.

| At a Glance | |
|-------------|---|
| Customer | Raytheon Professional Services (RPS) |
| Task | Automated translation workflow for training materials (particularly WBT), with emphasis on proofreading and localisation process |
| Solution | Direct, automated interface with the customer's own Learning Management System (LMS) facilitates full integration of the translation and proofreading process into existing systems and processes |
| Success | Length of run reduced (by up to 90%), process loops almost completely eliminated, time span to availability of training courses on the markets dramatically reduced |

Since then, training materials have been produced in, among other media, PowerPoint, PageMaker, InDesign, Word and Excel by means of a standardised process, a standardised interface and shared process-optimised functions.

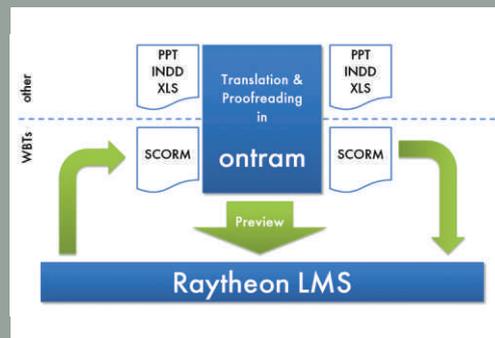
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Exchange of data between **ontram** and the RPS-operated Learning Management System (LMS)

Facts and Figures

Raytheon Professional Services (RPS) utilises **ontram** each year to:

- carry out more than 150 projects
- process more than 1 Million standard text lines
- handle training material for over 20 languages