

Lionbridge's focused eLearning services help a heavy manufacturing company quickly deploy eLearning courses for a global workforce.

Client Value

- » Global reach with access to local translators who understand heavy manufacturing terminology
- » In-house experience with Flash and other eLearning technologies streamlines production of online instruction modules
- » Established quality procedures prevent errors and save time
- » Delivery of over 50 hours of instruction in eight languages

Multi-Lingual eLearning Program Protects Employees and Brand of Heavy Equipment Manufacturer

With global business comes global responsibility. One of the world's largest manufacturers of heavy equipment for construction, mining, forestry, energy and other applications understands this all too well. It has manufacturing plants in over 20 countries and a solemn dedication to safety and quality in each and every one. In addition, being practically a household name, the company must ensure the quality of its products in the field. To meet these responsibilities, its worldwide workforce receives extensive, exacting training, localized with help from Lionbridge.

Objective

Building large, complex heavy equipment requires powerful machinery and very detailed process steps – the very intellectual property of the company. The challenge is to train a workforce to follow precise procedures consistently, no matter which location they work in, anywhere in the world. The company's internal education services group has to develop and deploy eLearning materials very quickly, in a multitude of languages, to keep the production lines open, the workforce safe, and the product quality high.

Solution

This global manufacturer relies on the elearning expertise that Lionbridge has developed over years of engagements with global companies. Its eLearning services are delivered by staff linguists, translation managers, and subject matter experts that provide personalized, local attention with efficient global execution. With hundreds of specialized resources operating in more than 26 countries, Lionbridge executes complex eLearning localization programs across multiple time zones, languages, and cultures.

For this manufacturing company, Lionbridge drew on its worldwide network of translators to quickly deploy the right resources with the required industry knowledge – e.g. welding terminology – to make each localization accurate and appropriate for local workers. Worldwide project teams simplified the process by providing close proximity and geographic knowledge. For example, a multimedia team in Mumbai collaborated with engineering and testing leads in Dublin.

The engineering team contributed expertise in Flash, XML and other eLearning technologies, producing translated materials in the needed format for immediate use.

All along, Lionbridge's quality assurance processes monitored the translations to ensure accuracy and prevent time-consuming rework. With quality control built into the eLearning localization process, Lionbridge could quickly produce eLearning modules while streamlining the effort for the client.

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Results

Lionbridge has become the exclusive eLearning localization provider for the company. Lionbridge has been working on a series of online eLearning courses in eight languages including Tamil. Over one million words have been localized to date and courses range in duration from 1 hour to 50 hours.

In addition, Lionbridge has also become a prime vendor for other translation programs managed by the company's internal translation services department. It has produced technical documentation and manuals, marketing content, press releases and other materials in 45 languages, and has consistently been the company's highest ranked translation vendor.

Contact Information

About Lionbridge

Lionbridge Technologies, Inc. (Nasdaq: LIOX) is a leading provider of translation, localization, and testing services. Lionbridge combines global language resources with proven program management methodologies to serve as an outsource partner throughout a client's product and content lifecycle. Organizations in all industries rely on Lionbridge language and testing services to increase international market share, speed adoption of products and content, and ensure the integrity of their global brands. Based in Waltham, Mass., Lionbridge operates across 26 countries, and provides services under the Lionbridge and VeriTest® brands.

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