

milengo's Document Structuring Service Provides the Perfect Solution for Saba's Documentation Conversion Needs



INDUSTRY

eLearning

CHALLENGES

- Thousands of pages in FrameMaker format to be converted to XML for greater topic reuse and multi-purposing
- Conversion process is time consuming with limited options for automation
- Effort a major drain on resources

MILENGO SOLUTION

- Expert service in structuring, mapping, converting and clean-up into XML
- Clear knowledge of documentation formats and conversion processes to minimize client training
- Proactive project management to meet budget and delivery requirements

BENEFITS

- Frees internal resources to concentrate on other tasks
- Precise and accurate conversion to XML
- No surprises or glitches: deliveries on-time and on-budget

Documentation Managers sometimes need outside help to free team members for essential writing tasks. But how to find the right help? How to find expertise that can be trusted to do the job right, fast and professionally?

Yitzik Brenman, documentation manager for Saba, was facing those questions.

SYNOPSIS

Saba (NASDAQ: SABA) is the premier global provider of strategic human capital management (HCM) software and services. Saba's people management solutions are used by more than 1,300 organizations and over 17 million end users worldwide. Saba's solutions increase organizational performance by aligning workforce goals with organizational strategy; developing, managing and rewarding their people; and improving collaboration.

As the head of Saba's documentation department, Brenman's role includes making sure that all technical publications are delivered in the way that is most useful for his company. Toward that end, Saba had decided to move from FrameMaker to XML. This would enable multipurposing, topic-based modularity and more flexibility.

But getting to that point was proving to be a resource drain—it was taking his team away from other important writing functions.

THE CHALLENGE

"Converting documents from FrameMaker to XML is not an easy task," Brenman explains. "It requires a one-to-one conversion. We could automate a good portion of it, but there was also a lot of clean up to make sure cross references worked, images came through, text was clean, and that nothing was converted incorrectly."

"We figured this was going to take us a long time. In house, we had done maybe 30 files of a total somewhere in the order of 350–400. Was this a drain of time and energy? Absolutely."

Brenman decided to locate outside help. At first he tried an outsourced development team. They were fine but, as Brenman puts it, "they weren't documentation people."



ABOUT MILENGO

milengo is a worldwide provider of localization, engineering and testing services focused exclusively on the IT, communications and eLearning industries. Launched in Seattle, Washington in 2003, the company now has more than 350 staff working in their native languages from 16 offices in the Americas, Europe and Asia.

milengo has captured the business and praise of AMD, Saba, GE, Cisco Systems and other industry leaders with tailor-made service solutions, open communication models and transparent pricing.

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THE MILENGO SOLUTION

Brenman then hit upon the idea of using milengo's documentation structuring service.

"milengo is one of our primary translating companies," he explains. "They've translated our software, and we've also used them to translate our documentation. milengo understands and works with documentation. And they offer end-to-end service."

As a global leader in localizing software, documentation, multimedia and other products, milengo has vast experience converting and mapping FM files to XML format, and in highlighting XML's time and cost savings for localization. Structuring documentation is an area of company expertise.

"From the very beginning, milengo understood what we were doing," says Brenman. "There was no need for training—we basically handed them our source and our scripts, and with fairly minimal interaction from us they were able to proceed."

In addition to milengo's expertise, Brenman praises milengo's professionalism and flexibility. "They came up with a project plan. They were flexible. They adjusted to our schedule. They really stayed on top of things." milengo brought results.

With milengo's help, the documentation structuring was completed quickly. On time. On budget. Resources were freed. Brenman's team could stay focused on documenting Saba's tools and ultimately integrate the newly converted material as well.

"milengo did a fantastic job," stated Brenman.

milengo's documentation structuring success has prompted Yitzik Brenman to think of milengo in a broader way. He explains that milengo's documentation expertise—whether developing conversion mapping tables, running scripts, manipulating and filtering most any documentation type, or performing complete documentation structuring tasks—makes the company a perfect candidate for documentation services.

"We had never thought of milengo as anything other than a translation company," said Brenman. "Now it is clear to us that they are documentation experts as well."

To learn more, please visit www.milengo.com or call +1 (877) 224-8740.