

ideas

TO LIFE

imaginea

LANGUAGE TECHNOLOGY

**SaaS Platform for Language
Feedback Widgets, built
on GRAIL and MongoDB**

The Customer



The solutions ensure translators can reuse content and improve their productivity in content and software localization.

Customer helps companies manage their communications with customers in different languages. The solutions ensure consistency of style and brand, automate manual processes in managing multilingual content and provide instant, automated translation of content.

Engagement Goals



Imaginea entered into a **strategic product development** partnership with the customer, a world leader in global information management. Imaginea is assisting in building its next generation SaaS platform.

Imaginea is developing tools to improve the translation services along with the customer's distributed engineering team in USA and Romania, building a highly scalable SaaS engine for statistical language translations.

Imaginea's decade-long experience in product development helped in breaking down the complex requirements into a product roadmap.

Additionally, it leveraged the onsite-offshore model to deliver the products cost-effectively.



The Software Implementation

Imaginea was involved in two major initiatives - a language translation monitoring tool (feedback widget server), and a portal for end users.

The language translation monitoring tool helps to monitor the entire translation process and provide feedback on how good the machine translation was. An administration user can start a translation, whereas a reviewer can review the output of the machine translation. Depending on the review, the administrator can either accept or reject the translation.

Feedbacks may also come from the web pages that host the translated documents. Users send the feedbacks from web pages using the feedback widget. The administrator can also use the reporting functionalities to generate reports regarding the translations.

Imaginea also designed a widget embedding mechanism for the translations. We also implemented a reporting mechanism with report generator and user interface.

These run off a central cloud platform designed to easily manage and deliver real-time automated translation for multilingual interactions across all forms of corporate communications.

Combined with other products from the customer, the platform allows monolingual content managers and business users to easily communicate with their global customers.

A job portal was developed provides translators and language experts around the world to post-edit machine-translated data, collect linguistic URL pairs, evaluate trust-scores assigned to documents and sentences to make the translation engine work better.

The widget server is built on a multi-tenant architecture which means that in addition to being accessible via a browser, optimum performance and reliability can be ensured at all times. Additionally, updates to the system can be delivered with minimal downtime or interruption, and with immediate effect, allowing users to benefit from ongoing improvements as soon as they become available.

Imaginea used the standard HTTPS protocol to provide encrypted communication and secure identification, so that mission critical content and communications can remain confidential and secure.

GRAILS

Groovy

MongoDB

Spring Security

Selenium

Testopia

Balsamiq

Spock Framework

JMS



2010

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