

Continuous Globalization



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Agenda

- Gaps in processes – Development vs. Localization
- Pitney Bowes case study
- Mitigating pain points
- Collaborative technology
- Video
- Takeaways



We are Pitney Bowes.

We power transactions that drive commerce.

At Pitney Bowes, we thrive on helping our clients navigate the complex world of commerce. We provide data so businesses can market to their best customers. We enable the sending of parcels and packages across the globe. And, we secure payments through statements and invoices to keep our clients moving forward.

13,500 employees globally

99 years of innovation

90% of the Fortune 500 served

1 million+ businesses supported

Products & Services to Transform Your Agile Globalization Process



Internationalization Software

Your operating system for exceptional global software. Avoid rework. Eliminate the manual tracking of locale updates. Improve your agile software development for global markets.

[Streamline Your Process](#)



Internationalization Services

Benefit from our 17 years of experience. Enjoy expert support for software internationalization planning, implementation & training.

[Get Expert Advice](#)



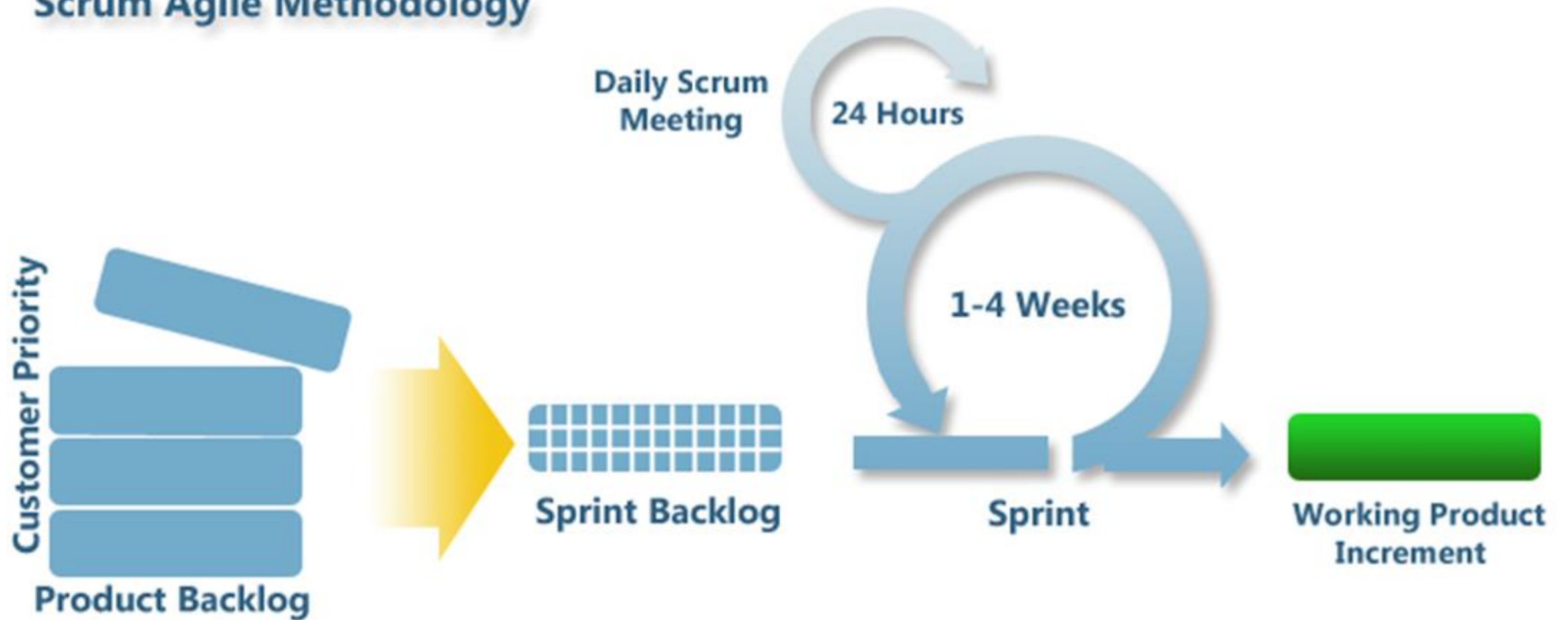
Localization Process Software

Automate change detection and export resource files for localization. Eliminate error-prone, manual processes and save thousands of hours of engineering time.

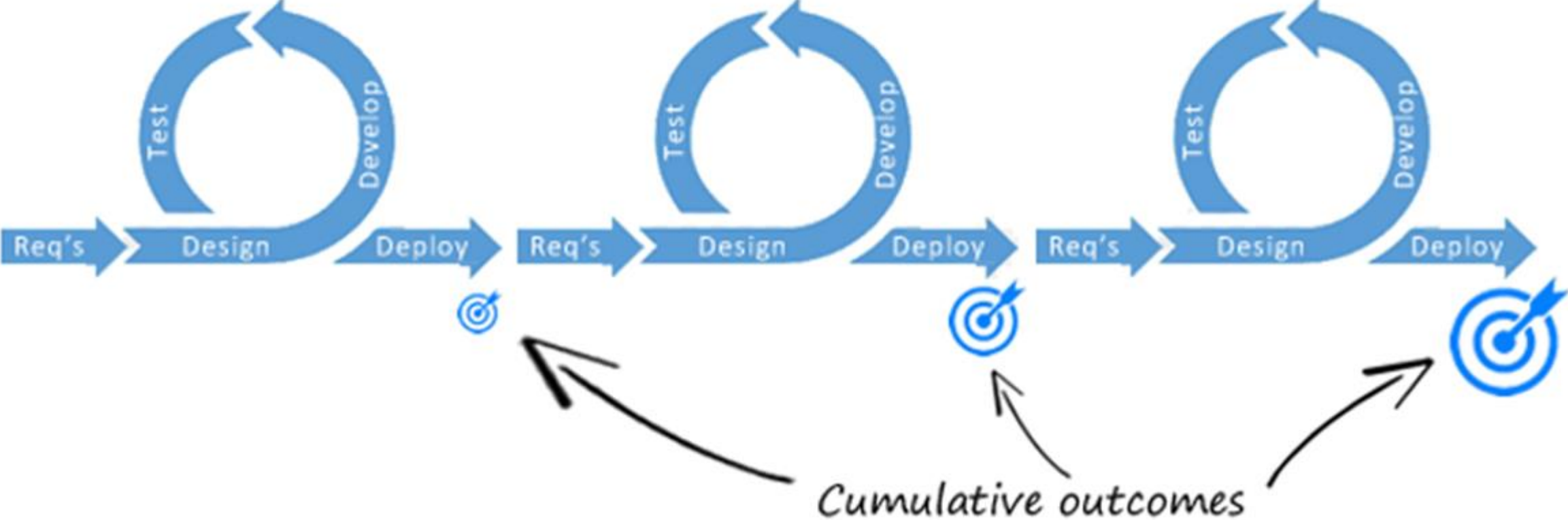
[Streamline Your Process](#)

Agile process development teams

Scrum Agile Methodology

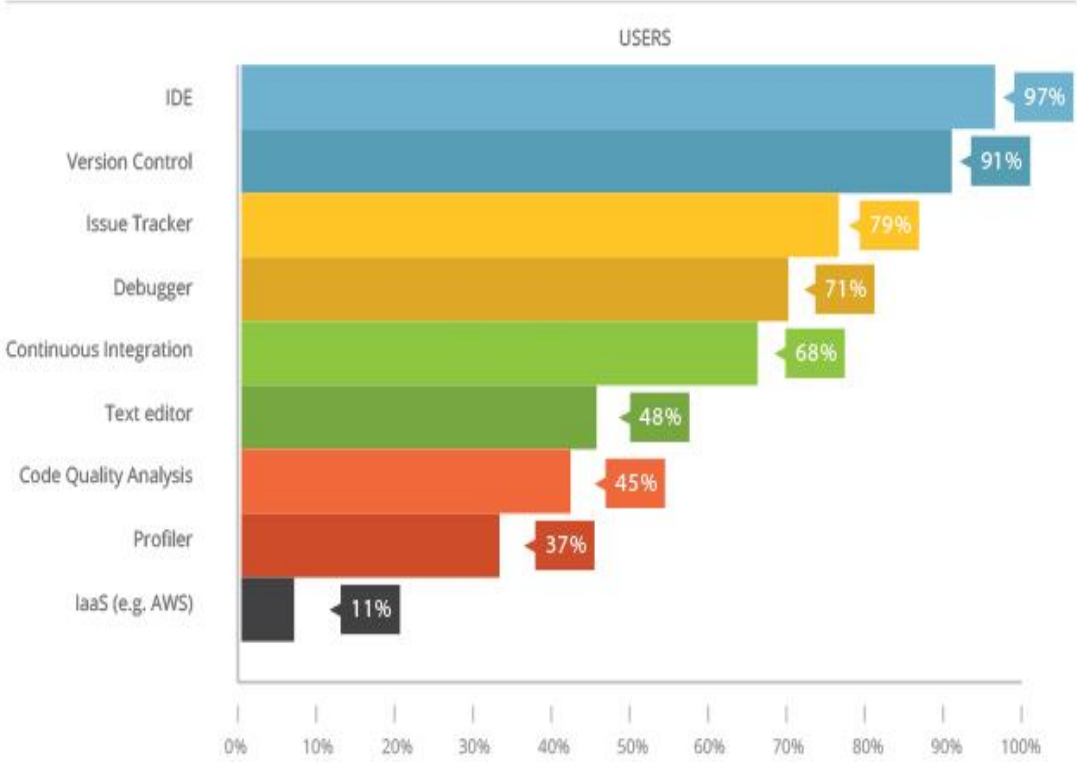


Development Agile process



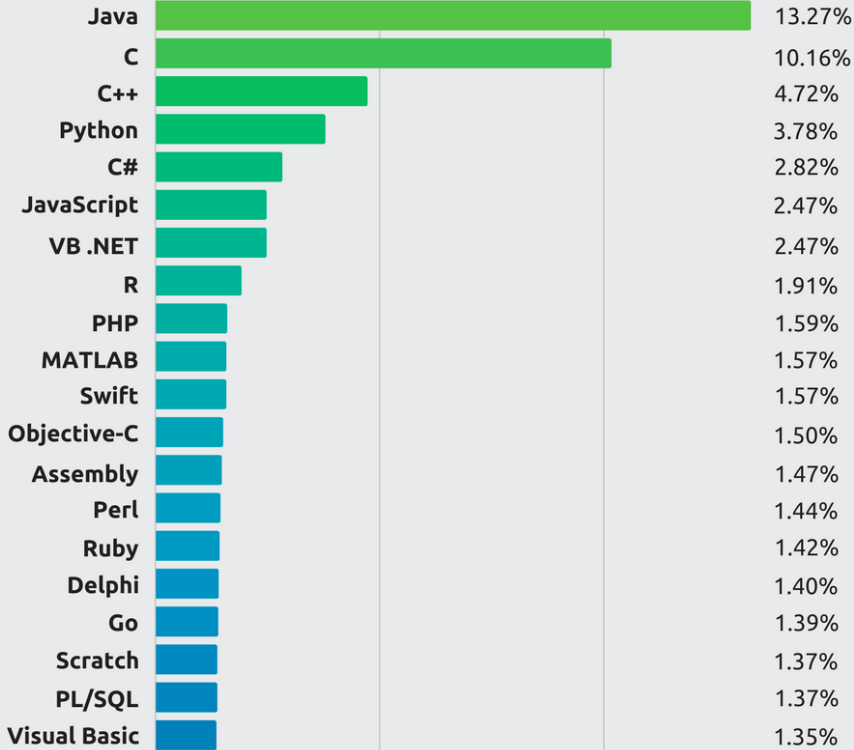
Development environment

Tool type usage



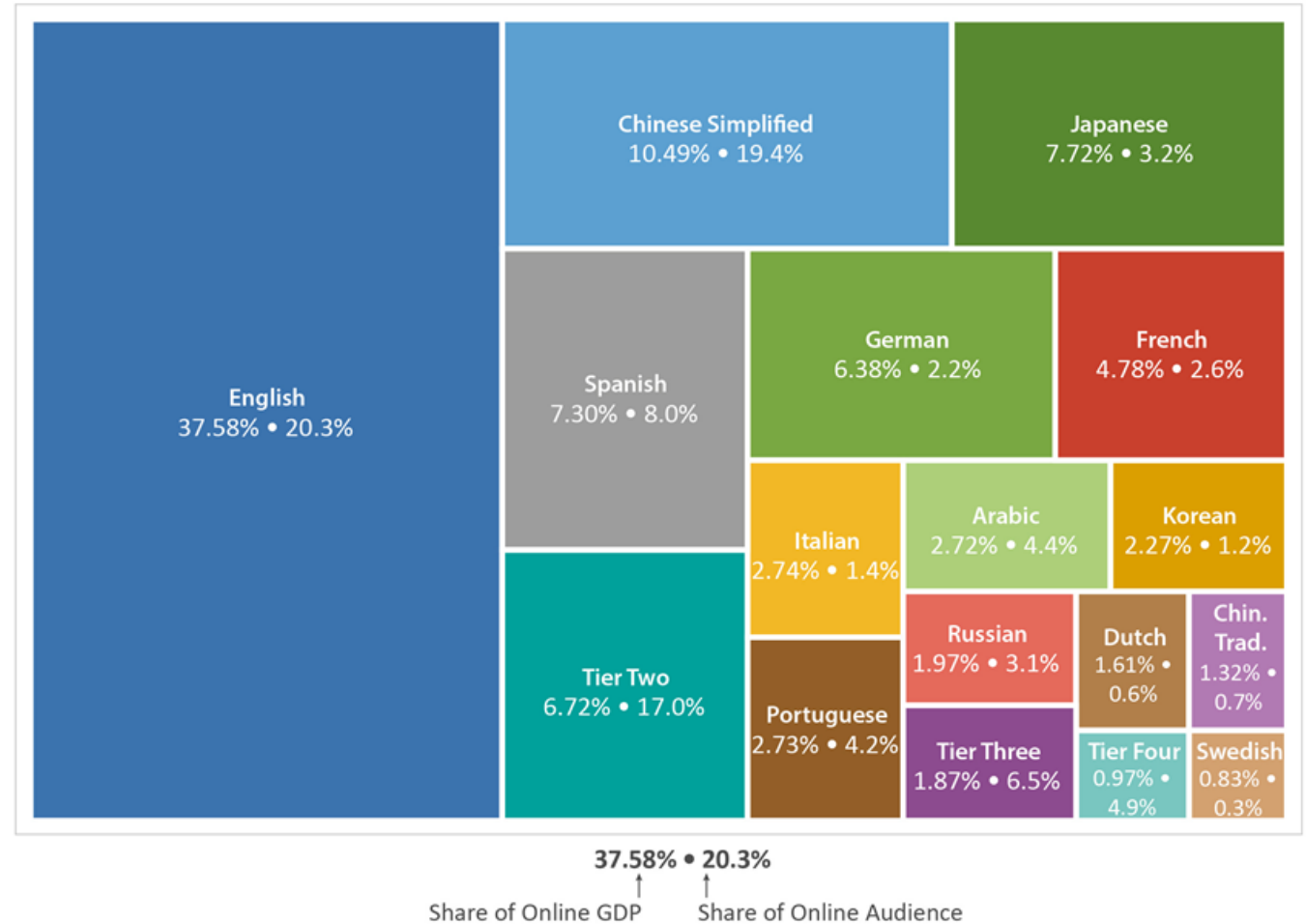
Top Programming Languages

Tiobe Index - December 2017

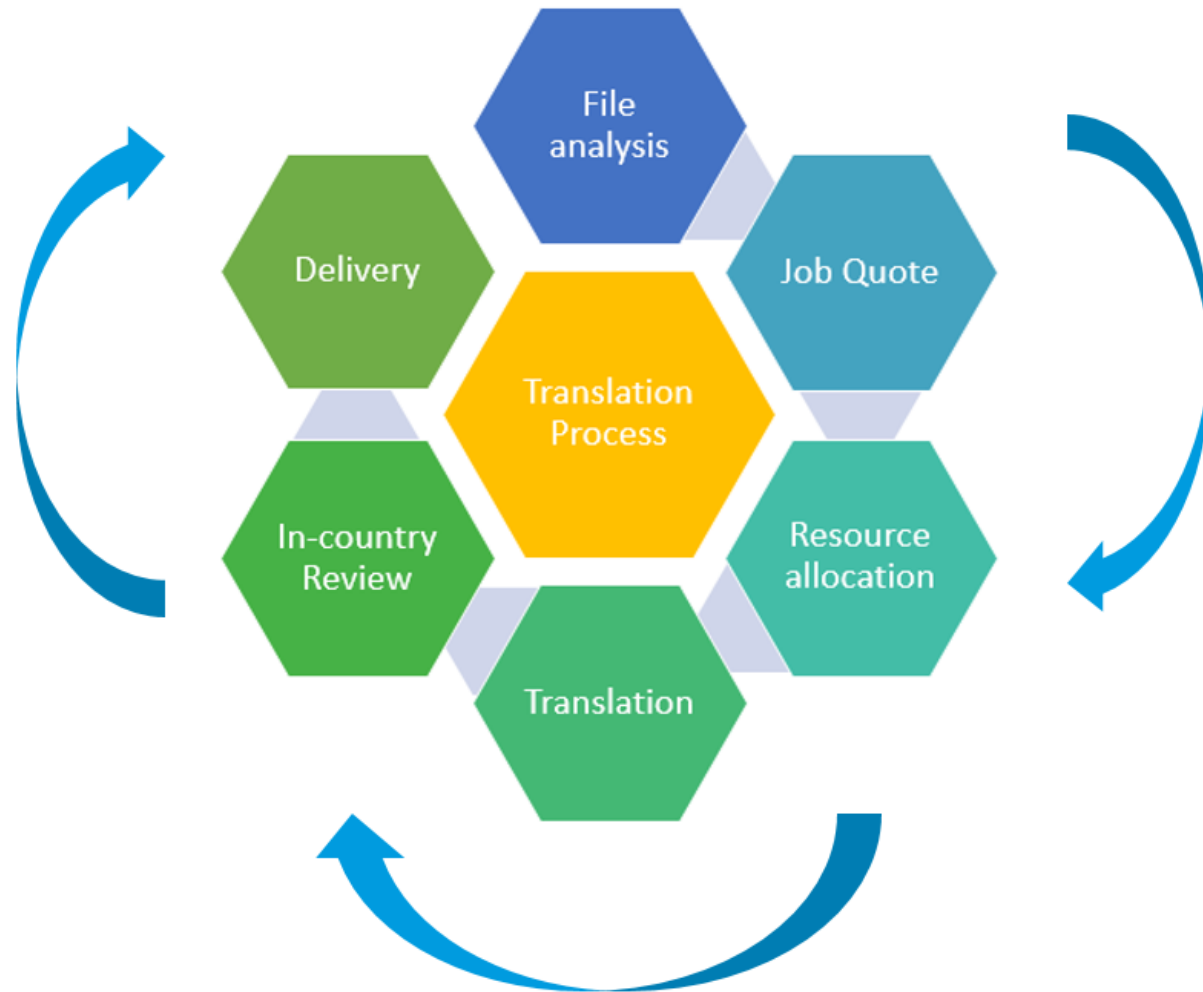


Translation environment

- TMS
- CAT Tool
- TM
- MT
- Terminology Tool
- Proofreading
- Project Management

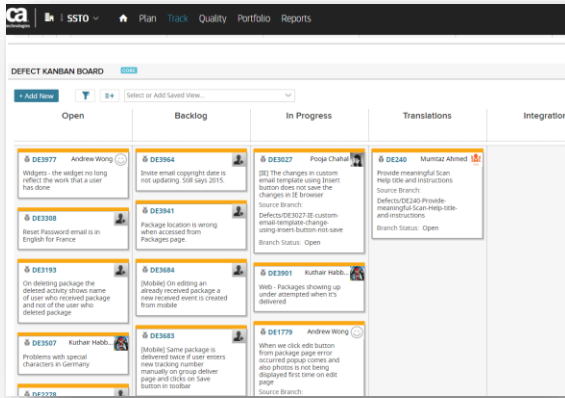


Translation process

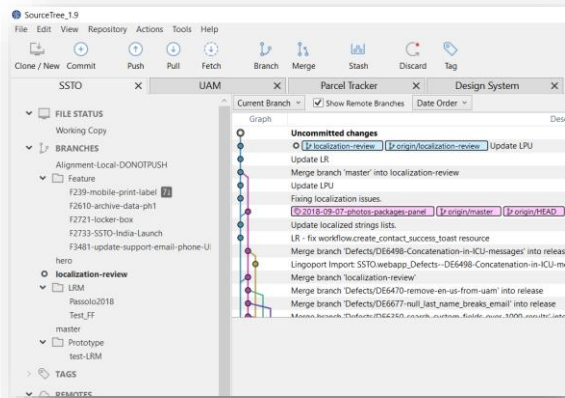


Tools

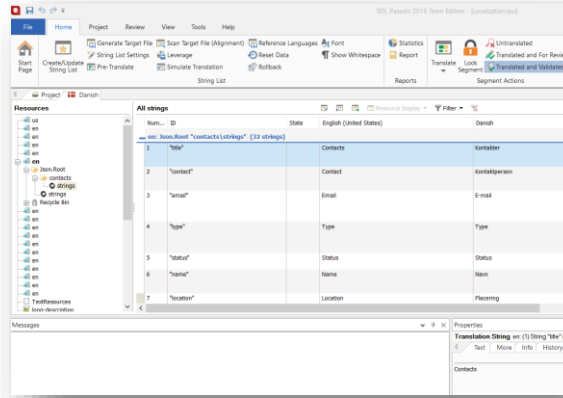
Agile dashboard



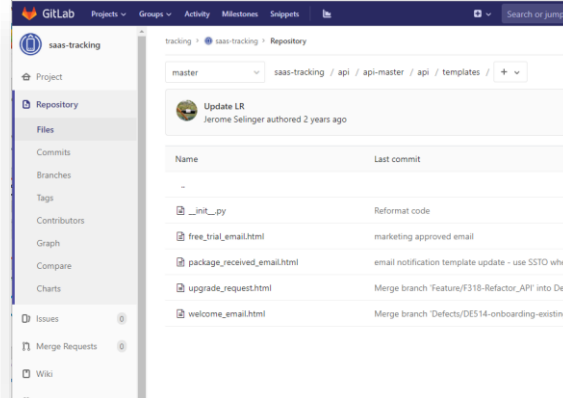
SourceTree



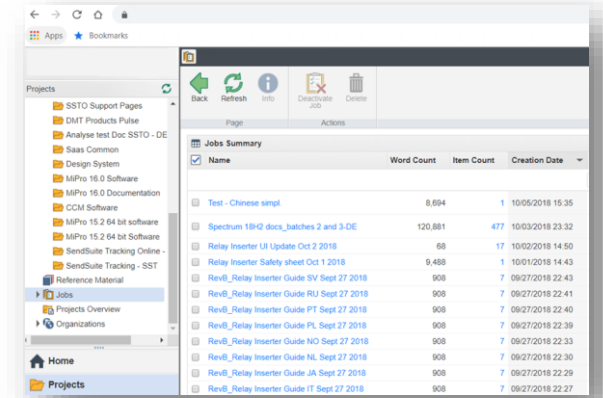
Software Localization



GitLab



Translation Memory system

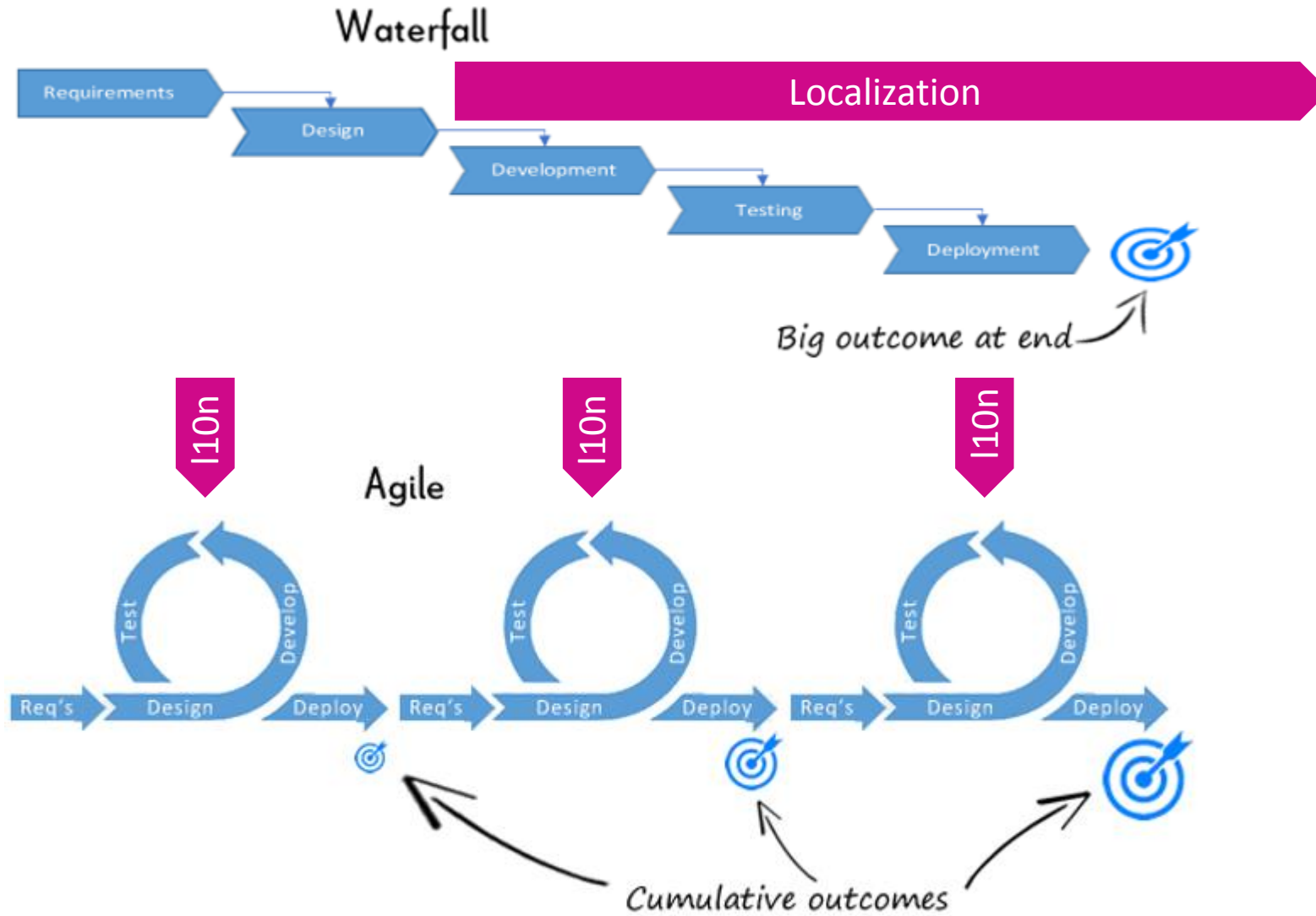


Translators/CAT tools

QA tool



Waterfall vs. Agile



Tension: Agile development and localization



Reinventing the wheel

Localization has been traditionally waterfall-based, sometimes hybrid, but never fully agile

- Continuous Delivery (CD) is becoming a standard
- Need to adapt to a fast-paced environment
- Simplifying and automating the process is key



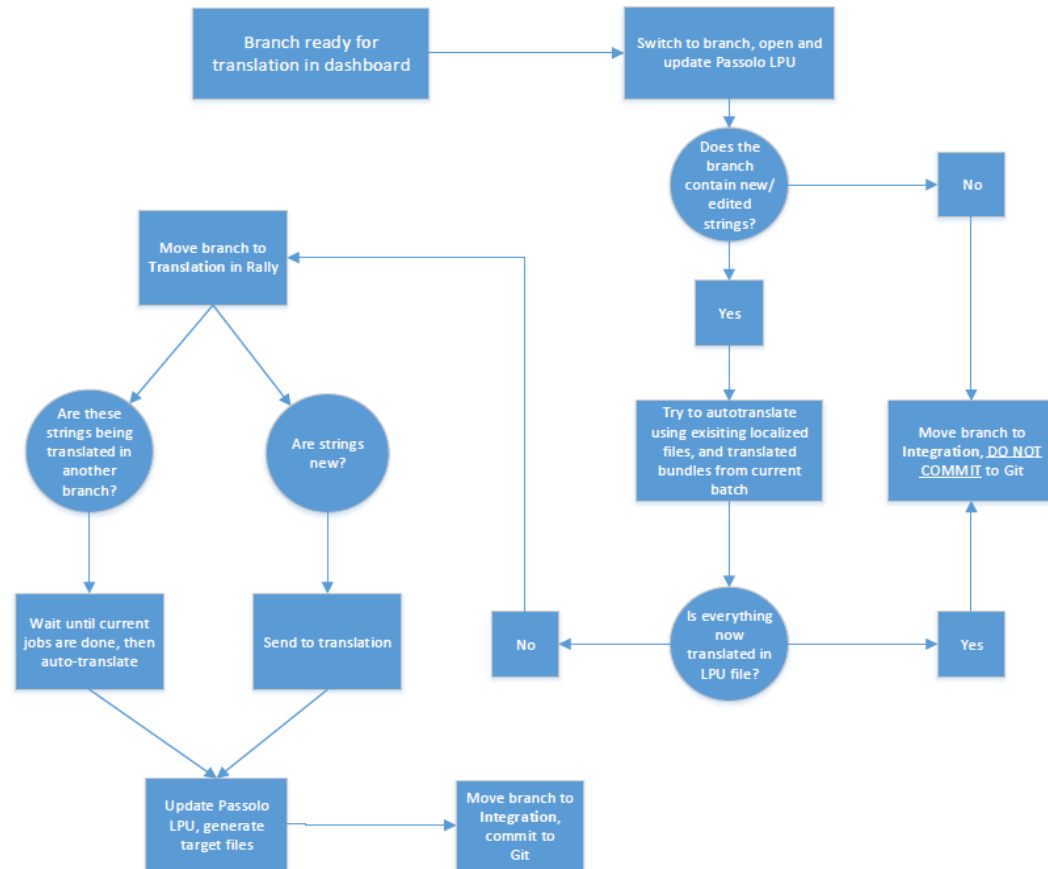
Limitations and blockers

Traditional tools are not CD friendly

- No end-to-end solution
- No fully CD-compatible TMS on the market
- Not scalable – Globalization PM job only
- No TMS/repo integration
- No multi-branching support in CAT tools



Initial process overview



Challenges and pain points

Continuous Delivery

- Establishing as the new norm
- Move fast or lose
- Challenging for traditional CAT/TMS

Home-grown process

- Manual
- Resource intensive
- Error-prone
- Not scalable
- Multi-branching hard to handle

New solution

Lingoport LRM Pilot began in June 2018

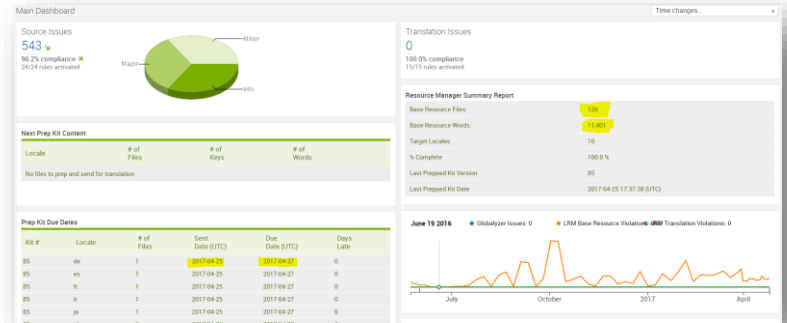


Middleware approach was preferred

- Cheaper adoption
- Compatibility with existing TMS
- No vendor side changes
- Quicker deployment

Lingoport Resource Manager (LRM)

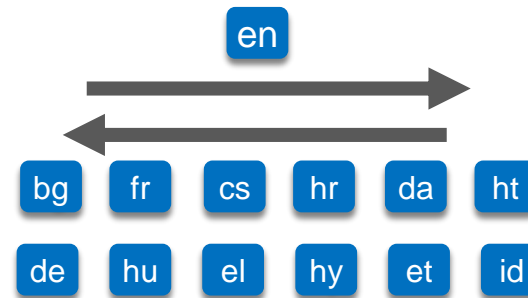
“No touch” automation for string localization



LRM scans the repository for incremental changes

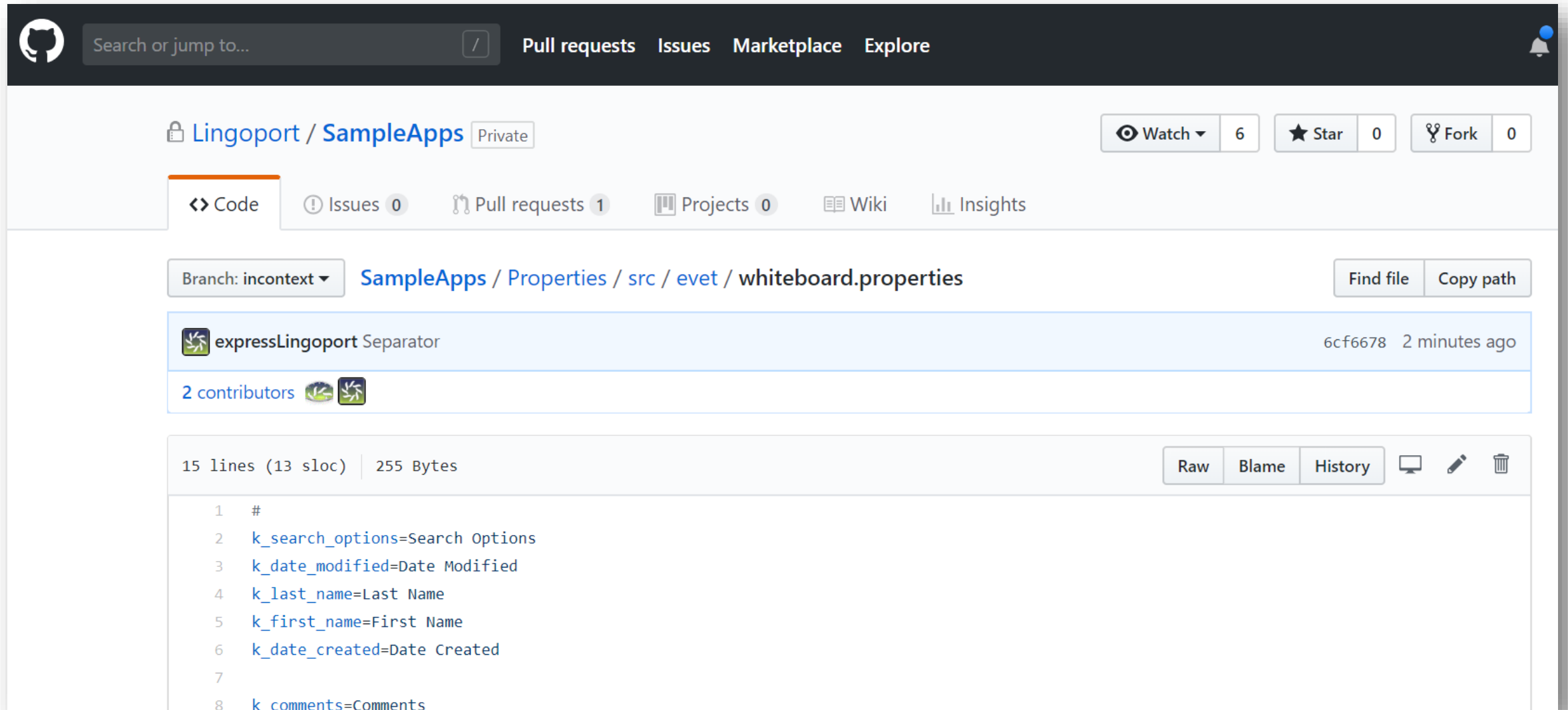


Multiple point check to verify resource file formats



Inbound and outbound transforms

Files are added to the repository



The screenshot shows the GitHub interface for a repository named "Lingoport / SampleApps". The repository is private and has 6 watchers, 0 stars, and 0 forks. The current branch is "incontext". The file path is "SampleApps / Properties / src / evet / whiteboard.properties". The file was added by "expressLingoport Separator" 2 minutes ago. The file content is as follows:

```
1 #
2 k_search_options=Search Options
3 k_date_modified=Date Modified
4 k_last_name=Last Name
5 k_first_name=First Name
6 k_date_created=Date Created
7
8 k_comments=Comments
```


LRM detects changes

The screenshot displays the LRM interface for 'CET.SampleApp'. The top navigation bar includes 'Dashboards', 'Issues', 'Measures', 'Rules', 'Quality Profiles', 'Quality Gates', 'Administration', and 'More'. The user is logged in as 'Administrator' on 'March 6, 2019 3:16 PM' with 'Version L10n'. The main content area is titled 'Resource Manager' and contains several widgets:

- Next Prep Kit Content:** A table showing content for different locales. A tooltip is visible over the 'Locale' column.
- Prep Kit Due Dates:** A table showing due dates for prep kits, currently displaying 'No outstanding prep kits'.
- Source Issues:** A section for tracking source issues.
- Translation Issues:** A section for tracking translation issues.
- License Information:** Two messages indicating that the LRM and InContextQA licenses are valid until 2019-12-12.

Next Prep Kit Content Table:

Locale	/Properties/src/evet/whiteboard.properties	/Properties/src/evet/inventory.properties	# of Words
de	2	16	27
es	2	16	27
fr	2	16	27

Prep Kit Due Dates Table:

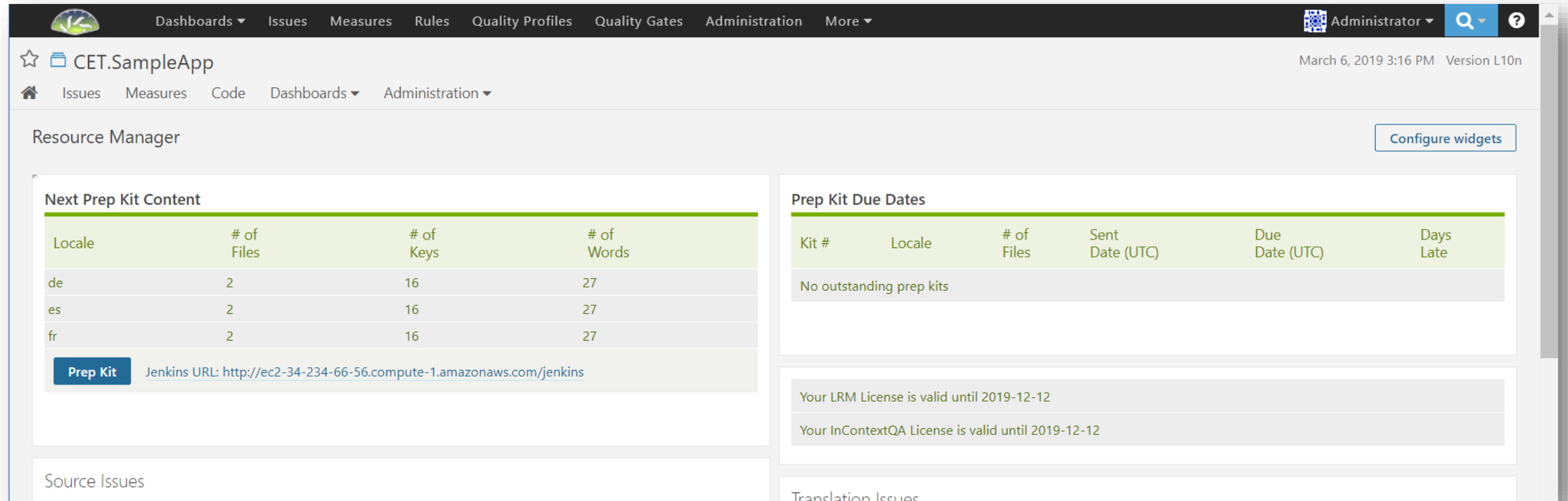
Kit #	Locale	# of Files	Sent Date (UTC)	Due Date (UTC)	Days Late
No outstanding prep kits					

License Information:

- Your LRM License is valid until 2019-12-12
- Your InContextQA License is valid until 2019-12-12

Jenkins URL: <http://ec2-34-234-66-56.compute-1.amazonaws.com/jenkins>

Files are ready to be sent to TMS



The screenshot displays the 'Resource Manager' dashboard for 'CET.SampleApp'. The top navigation bar includes 'Dashboards', 'Issues', 'Measures', 'Rules', 'Quality Profiles', 'Quality Gates', 'Administration', and 'More'. The user is logged in as 'Administrator' on 'March 6, 2019 3:16 PM' with 'Version L10n'. The main content area is titled 'Resource Manager' and features a 'Configure widgets' button. The primary widget, 'Next Prep Kit Content', contains a table with the following data:


Locale	# of Files	# of Keys	# of Words
de	2	16	27
es	2	16	27
fr	2	16	27

Below the table is a 'Prep Kit' button and a link to the Jenkins URL: <http://ec2-34-234-66-56.compute-1.amazonaws.com/jenkins>. Other visible widgets include 'Prep Kit Due Dates' (showing 'No outstanding prep kits'), license validity notices for LRM and InContextQA (both valid until 2019-12-12), and sections for 'Source Issues' and 'Translation Issues'.

Notification is sent to team

l10nstreamlining@lingoport.com Wed, Mar 6, 3:30 PM

to me

LRM Notification 

Project CET.SampleApp

Requested By Jenkins

Due Date 2019-03-08

Status Upload Success for `CET.SampleApp_1 (fr)`

Mar 06, 2019 22:40 UTC

Files were successfully uploaded Project Name `CET.SampleApp_1 (fr)`

Copies of the files that were sent for translation can be found in `/var/lib/jenkins/Lingoport_Data/L10nStreamlining/CET/projects/SampleApp/prepkits/PREP_KIT_1` for tracking purposes.


[Log In](#) to Dashboard Project `CET.SampleApp` to view the status of your project.

Locale	Files	Keys	Words	Due	
fr	French	2	16	27	2019-03-08

Files

`/var/lib/jenkins/jobs/CET.SampleApp/workspace/Properties/src/evet/whiteboard.properties`

`/var/lib/jenkins/jobs/CET.SampleApp/workspace/Properties/src/evet/inventory.properties`

Powered by  **lingoport**

Files are sent seamlessly to TMS

The screenshot displays the CET.SampleApp dashboard. The top navigation bar includes links for Dashboards, Issues, Measures, Rules, Quality Profiles, Quality Gates, Administration, and More. The user is logged in as Administrator. The dashboard title is CET.SampleApp, and the current date and time are March 6, 2019 3:40 PM, with version L10n. The main section is titled Resource Manager and contains two widgets. The first widget, Next Prep Kit Content, shows a table with columns for Locale, # of Files, # of Keys, and # of Words. The second widget, Prep Kit Due Dates, shows a table with columns for Kit #, Locale, # of Files, Sent Date (UTC), Due Date (UTC), and Days Late. A 'Time changes...' dropdown and a 'Configure widgets' button are also visible.

Resource Manager

Time changes... [Configure widgets](#)

Next Prep Kit Content

Locale	# of Files	# of Keys	# of Words
No files to prep and send for translation			

Prep Kit Due Dates

Kit #	Locale	# of Files	Sent Date (UTC)	Due Date (UTC)	Days Late
1	de	2	2019-03-06	2019-03-08	0
1	es	2	2019-03-06	2019-03-08	0
1	fr	2	2019-03-06	2019-03-08	0

Source Issues

TMS shows the files to translate

The screenshot displays the TMS interface for a project named 'CET.SampleApp_1'. The top navigation bar includes 'Project', 'Community Lingoport Demo', and the user 'Olivier Libouban Packsize'. The main content area shows a list of documents under the 'Documents' tab. The list includes columns for Name, Source, Targets, Created Date, Last Uploaded, Document Due, Words, Tags, Status, and Progress. The documents are categorized by source language (English (US)) and target languages (French (FR), Spanish (ES), German (DE)). The progress for each document is shown as a blue bar indicating 50% completion.

Project

Community Lingoport Demo

Olivier Libouban Packsize

Projects > CET.SampleApp_1

Search All Resources

Documents Workflow Template TM Statistics Resources Settings

Add Documents

Documents Search by Name Actions: Assignments Download

Category All Content Type Document Due All Status All Filters: Reset

Name	Source	Targets	Created Date	Last Uploaded	Document Due	Words	Tags	Status	Progress
inventory.p...	English (US)	French (FR)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		10	0	In Progress	50%
inventory.p...	English (US)	Spanish (ES)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		10	0	In Progress	50%
inventory.p...	English (US)	German (DE)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		10	0	In Progress	50%
whiteboard...	English (US)	French (FR)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		17	0	In Progress	50%
whiteboard...	English (US)	Spanish (ES)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		17	0	In Progress	50%
whiteboard...	English (US)	German (DE)	06 March 2019 2:30 ...	06 March 2019 2:30 ...		17	0	In Progress	50%

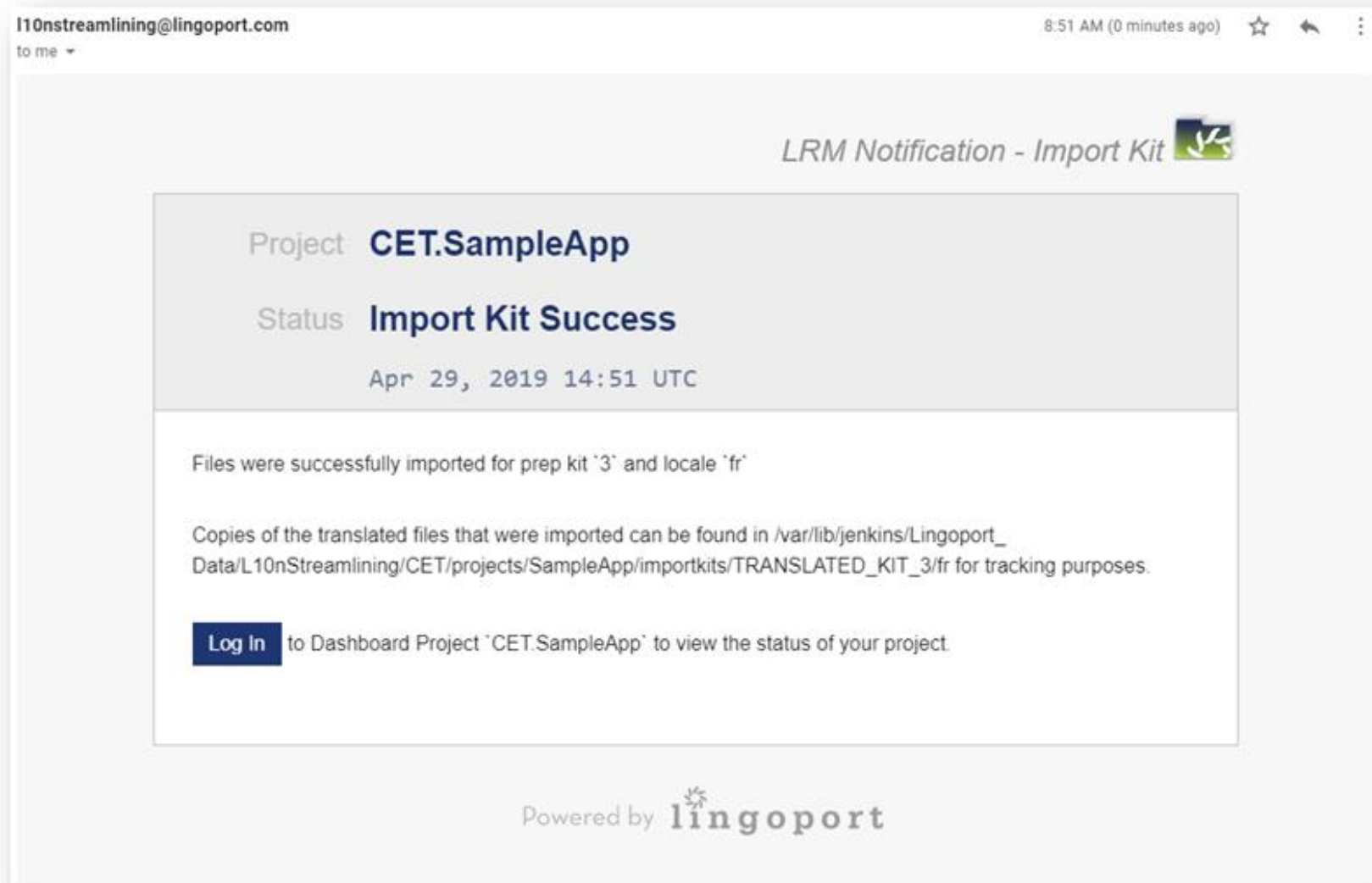
Workbench shows the strings to translate

The screenshot displays the Lingotek Workbench interface in a browser window. The address bar shows the URL `https://myaccount.lingotek.com/workbench-beta/docu...`. The interface includes a top navigation bar with a review progress indicator (66%) and a segment counter (9 of 12). A search options panel is visible, containing fields for Date Modified, Last Name, and First Name, along with a search button. The main area features a table with columns for Source and Target text. The table contains the following entries:

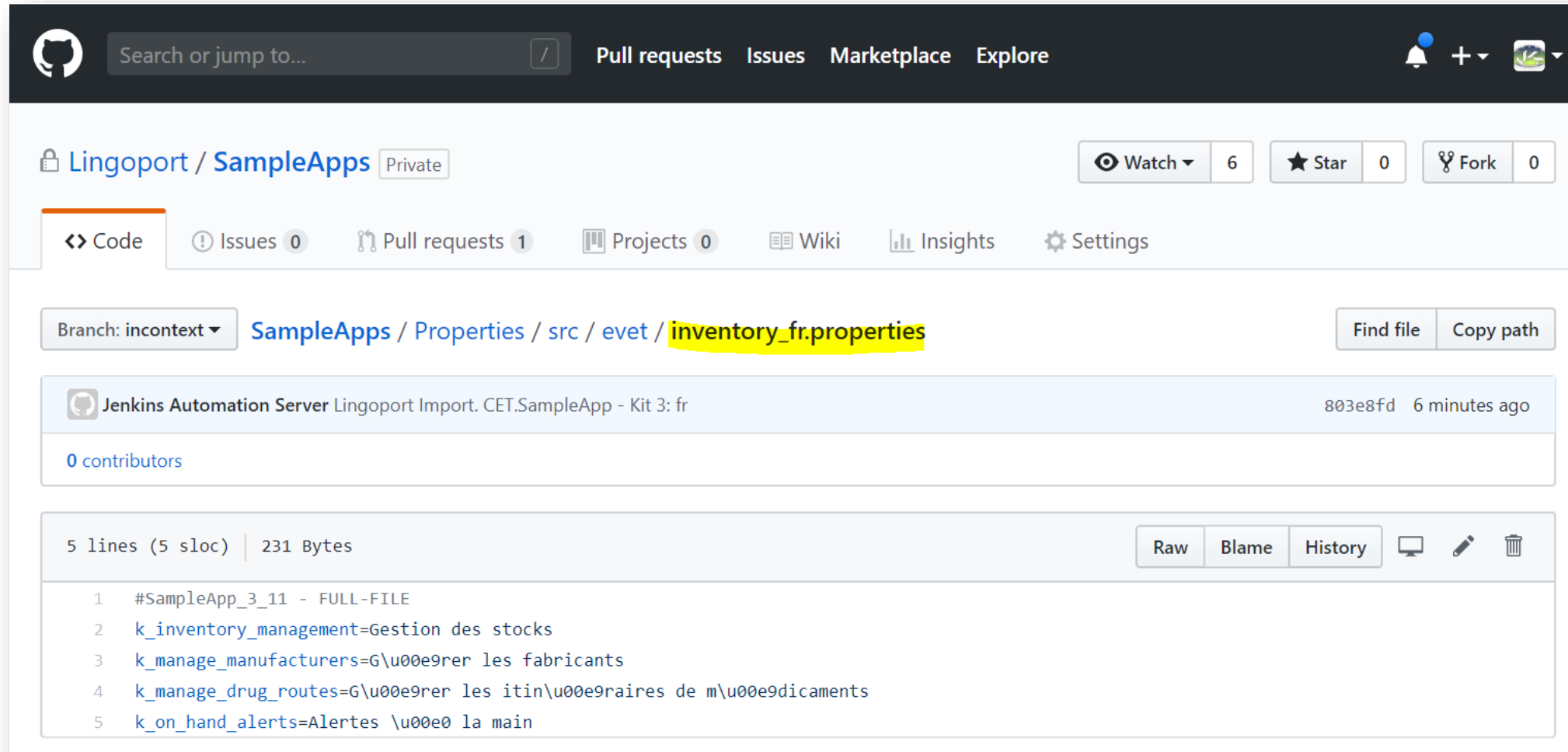
#	Source	Target
7	Visit	visite
8	Status	Statut
	Patient	Patient

The 'Patient' row is highlighted in blue. A 'Help' button is located in the bottom right corner of the main area. On the right side, a 'Segment History' sidebar shows a list of segments with their creation dates and authors, including '06 Mar 2019 - Machine Translate by Lingotek System' and '06 Mar 2019 - Original by Lingotek System'. The bottom status bar provides document details: Document Name: whiteboard.properties, File Type: properties, Words: 17, Weighted Words: N/A, Total Tags: 0, and Unapplied Tags: 0.

Notification is sent to team



Files are automatically pushed to the repo



The screenshot shows the GitHub interface for the repository `Lingoport / SampleApps`. The file path `src / etvet / inventory_fr.properties` is highlighted in yellow. The commit message is `Jenkins Automation Server Lingoport Import. CET.SampleApp - Kit 3: fr`. The file content is as follows:

```
1 #SampleApp_3_11 - FULL-FILE
2 k_inventory_management=Gestion des stocks
3 k_manage_manufacturers=G\u00e9rer les fabricants
4 k_manage_drug_routes=G\u00e9rer les itin\u00e9raires de m\u00e9dicaments
5 k_on_hand_alerts=Alertes \u00e0 la main
```

Visibility

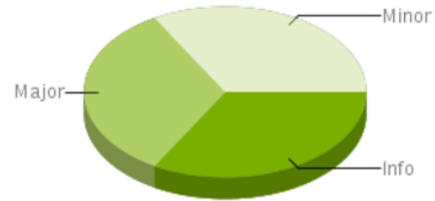
Main Dashboard

Time changes... ▾

Source Issues

543 ↘

96.2% compliance ↗
24/24 rules activated



Translation Issues

0

100.0% compliance
15/15 rules activated

Next Prep Kit Content

Locale	# of Files	# of Keys	# of Words
No files to prep and send for translation			

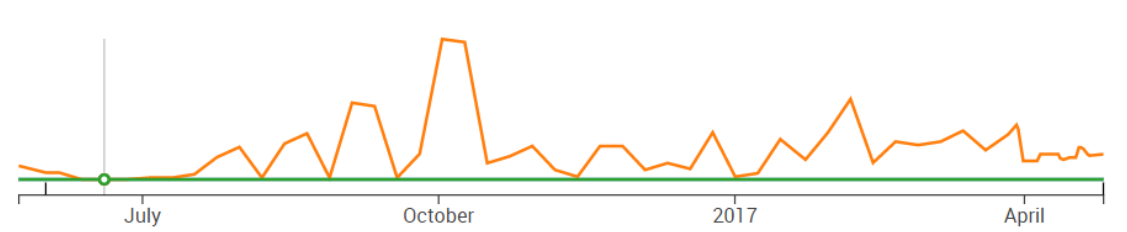
Resource Manager Summary Report

Base Resource Files:	126
Base Resource Words:	11,401
Target Locales	10
% Complete	100.0 %
Last Prepped Kit Version	85
Last Prepped Kit Date	2017-04-25 17:37:38 (UTC)

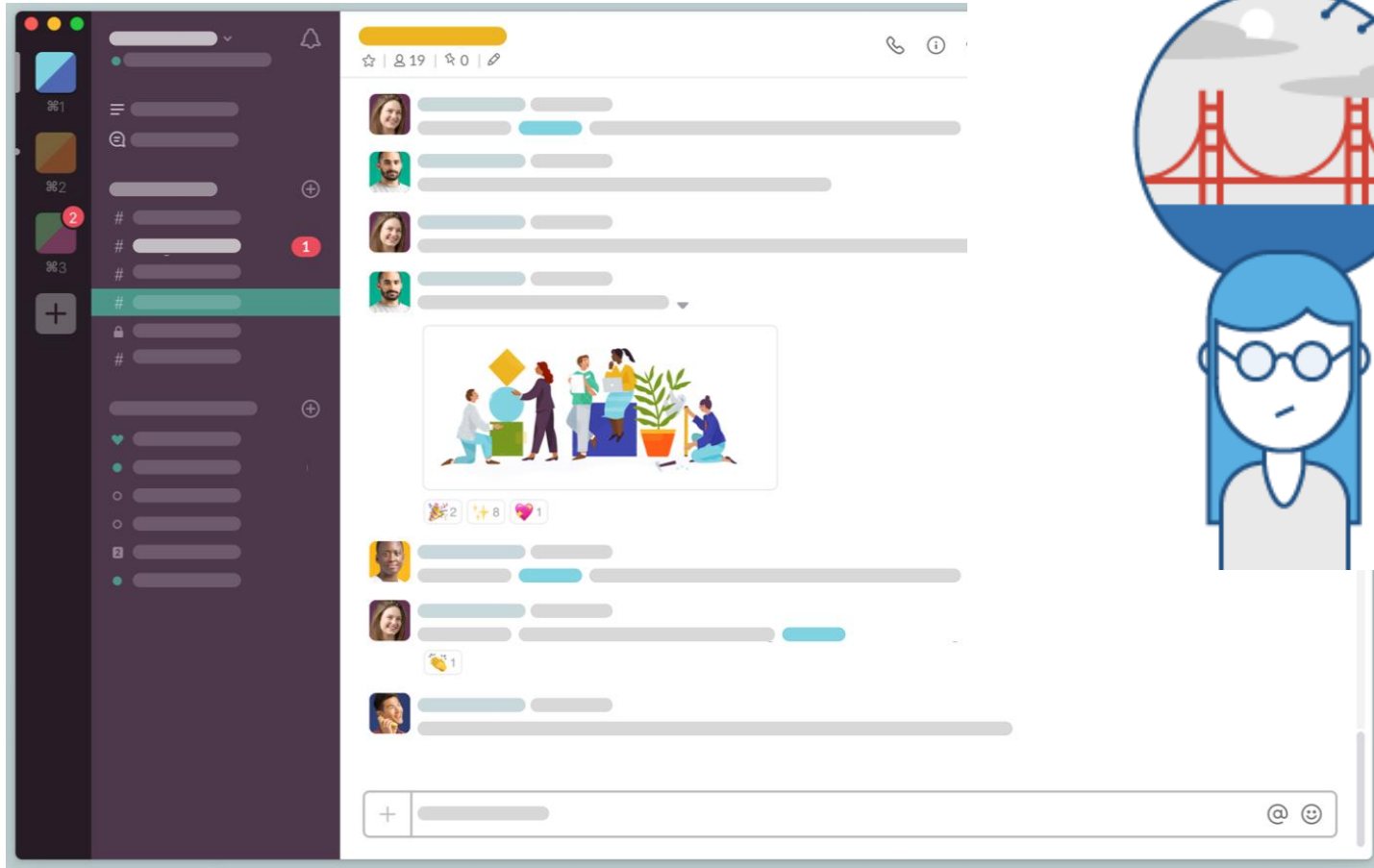
Prep Kit Due Dates

Kit #	Locale	# of Files	Sent Date (UTC)	Due Date (UTC)	Days Late
85	de	1	2017-04-25	2017-04-27	0
85	es	1	2017-04-25	2017-04-27	0
85	fr	1	2017-04-25	2017-04-27	0
85	it	1	2017-04-25	2017-04-27	0
85	ja	1	2017-04-25	2017-04-27	0

June 19 2016 ● Globalyzer Issues: 0 ● LRM Base Resource Violations: 0 ● LRM Translation Violations: 0



Collaborative environments



Chatbots

The screenshot shows a Slack chat interface. On the left is a sidebar with a search bar containing 'Lingoport', a notification bell, and a list of channels and direct messages. The main chat area shows a conversation with a bot named 'lingobot-1.14.12'. The bot has responded to a user's request for a translation status, providing a table of progress for different locales.

Lingoport ▾

- olibouban
- # ged_apm
- # general
- # random

Direct Messages (+)

- ♥ slackbot
- olibouban (you)
- lili
- Mary Heilner
- rdaly
- sjohnson
- Todd Flaska

+ Invite People

Apps (+)

☆ **lingobot-1.14.12** Messages About ⓘ ⚙️ 🔍 translation × @ ☆ ⋮

Thursday, June 28th

olibouban 9:23 AM
translation status CET.Smoke:MysterO

lingobot-1.14.12 APP 9:23 AM
Your request has been submitted, one moment please...
Here is the translation status for `CET.Smoke:MysterO`:

Locale	Percent Complete	Files Remaining	Keys Remaining	Words Remaining
French (Canada)	0.0%	8	113	812
German (Germany)	0.0%	8	113	812
French (France)	0.0%	8	113	812
Spanish (Mexico)	0.0%	8	113	812

olibouban 9:28 AM
show dashboard CET.Smoke:MysterO

lingobot-1.14.12 APP 9:28 AM
Dashboard link for: `CET.Smoke:MysterO`

Key takeaways

- Significant time savings
- Flexibility
- Collaboration made easy
- Real-time coordination
- Scalable
- More time spent on strategic initiatives



Q&A



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