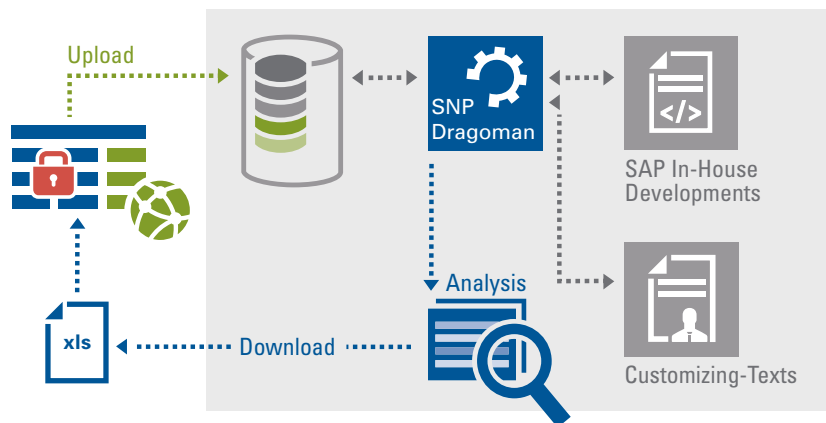


SNP DRAGOMAN

TRANSLATING SAP® IN-HOUSE DEVELOPMENTS AND CUSTOMIZING

Dragoman is a standard software application developed by SNP which makes it easy to manage translations of in-house developments and customizing texts. Individual process requirements make special add-ons to the standard SAP installation necessary at many companies.

In the event of global roll-outs, these in-house developments and customizing texts need to be translated in the respective country's language. Due to the increase in coordination and time required, the resulting translation activities in the SAP systems and particularly within the add-ons developed in-house grow into a significant cost factor.



Added Value with Dragoman

SNP Dragoman offers the following benefits:

- The process of translation texts from SAP in-house developments and customizing is to a large extent automated. Thanks to the standardized interface, the preselected texts are sent to the translator in the format specified and are then copied back over after being translated.



A standard interface reduces the time and effort required to prepare the texts for translation by up to 40%.

- The translations in the SAP system are managed centrally in one cockpit. As a result, users in the respective language area do not need to log onto the respective system.

Managing the texts in a centralized manner increases transparency and reduces the risk of incorrect or missing text translations.



When translating multiple systems, time and effort can be reduced by up to 75%.

- Using SNP Dragoman, texts to be translated can be exported out of and imported into the SAP system based on both object dependencies and transfer orders. This makes it possible to selectively translate specific in-house developments or simply user interfaces in an SAP system.

Selective translation increases the flexibility and reduces the time and effort required when preparing text translations.

Purchasing SNP Dragoman gives you a standard software solution that automates translation processes, makes translations more affordable, and reduces the risk of incorrect or missing texts.

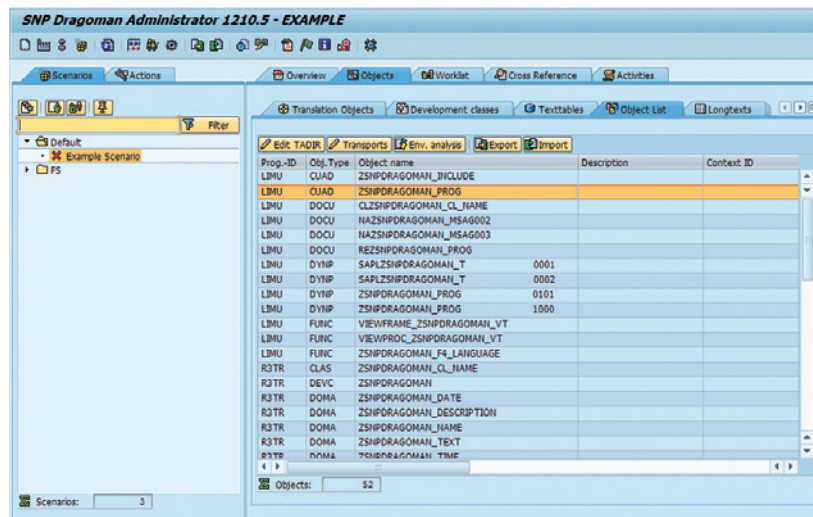
Challenges in the Translation Process

The translation of user interface elements from SAP software has its own special characteristics that differ from the normal translation or localization process. SAP developed its own translation environment early on with transactions for translation management (SLLS, XLE_Master, etc.) and the actual translation (SE63). In short, a work queue is created which the individual translators complete step-by-step. Using the STERM terminology transaction, translators can look up words and receive completed translations back from the memory pool.

This type of translation comes with several challenges:

1. The entire translation takes place online on an SAP server (normally a special translation system). As a result, all the translators require access to this system and, as such, to the client's network.
2. After finishing the actual translation, the translators need to categorize each individual element properly so that it can be used correctly in the software environment.

3. Although the system provides the translator with translations that are an exact match, they cannot benefit from similar translations, referred to as Fuzzy Matches.
4. There is no connection between the system translation (namely the translation of user interface elements) and the documentation and training texts, since these are carried out in a variety of different translation environments.
5. The greatest challenge, however, lies in the content which needs to be translated. This must be determined in an elaborate process.



A selection of objects that can be translated

SNP developed the Dragoman software to solve problems 5, 2, and 1. Dragoman offers an assistant that structures the process of determining which content needs to be translated. In addition, the software provides a database which eliminates the involved work of categorizing and makes off-line translation possible. As a result, translators no longer need direct access to the SAP system.

Scope and Performance Characteristics

SNP Dragoman exports the texts to be translated from the SAP system and imports them back into the system once the translation is complete. It is easy to export the texts after identifying the parts to be translated. But importing the translation back into the system was solved in a particularly elegant manner. SNP Dragoman offers two export formats: Microsoft Excel and XLIFF. Regardless of the format,

SNP Dragoman exports two different files (short texts and multiline texts). When working with larger quantities of text, these files can be split up. In addition to technical information regarding the classification of each individual segment, this format also contains information about the source and target language and information relevant to the translation, such as:

- The source text – for example, the German original.
- The target text – namely the translation. If the SNP Dragoman database already contains corresponding translations, they are inserted like shown below in the field outlined in green.
- Suggested translations from the SAP system's memory pool.

- The field length specified in the SAP system, which the translation cannot exceed.
- The remaining characters available for the translation – that is, the difference between the value in column “G” and the number of characters already entered. If the value becomes negative, the translation is too long for the available space and a warning appears.

	A	B	C	D	E	F	G
1	SOURCE	TARGET	SOURCE_TEXT	TARGET_TEXT	CALC_LENGTH	TARGET_TEXT	MAX_LENGTH
2	D	E	Änd. Datum	ChangeDate		0	10
3	D	E	Änd. Zeit	ChangeTim		0	9
4	D	E	Änderer	Changer		3	10
5	D	E	Angel. am	Created on		0	10
6	D	E	Angel. von	Created by		0	10
7	D	E	Angelegt am	Created on		1	11

Example of a translation in Microsoft Excel

XLIFF is a standardized exchange format for translation files (XML Localization Interchange File Format). This type of file is never worked on directly, of course, because that would be much too confusing. Instead, the necessary information is provided to a corresponding editor. Both formats (Excel and XLIFF) allow the translation to be completed outside of the SAP system – in other words, off-line. The key aspects are how these formats can be used and their benefits and drawbacks.

Sour.	Targ.	Max.	Source text	Target Text	Text Proposal	Context ID	Name of the service
DE	EN	10	Änd. Datum		Change date		DRAGOMAN
DE	EN	9	Änd. Zeit		Chan.time		DRAGOMAN
DE	EN	10	Änderer		Changer		DRAGOMAN
DE	EN	10	Angel. am		Created on		DRAGOMAN
DE	EN	10	Angel. von		Created by		DRAGOMAN
DE	EN	11	Angelegt am		Created on		DRAGOMAN
DE	EN	13	Angelegt am		Created on		DRAGOMAN
DE	EN	20	Angelegt am		Created on		DRAGOMAN
DE	EN	60	Angelegt am		Created on		DRAGOMAN
DE	EN	11	Angelegt um		Created at		DRAGOMAN
DE	EN	15	Angelegt um		Created at		DRAGOMAN
DE	EN	20	Angelegt um		Created at		DRAGOMAN
DE	EN	60	Angelegt um		Created at		DRAGOMAN

Analysis results with text suggestions

2.1. Translating with Microsoft Excel

In the beginning, the goal with SNP Dragoman was to make it as easy as possible to translate texts exported from SAP off-line. MS Excel was virtually perfect in this regard – the format supplies structured data in a program that practically everyone can use.

In this context, the exported file is not an Excel file, but an XML format optimized for Excel. You can begin working with the file right after opening it.

- Translators can simply enter their translation into the fields in the column D “TARGET_TEXT.”

- Matching translations already contained in the SNP Dragoman database are already entered into the D column.
- If translations are found in the SAP memory pool, they are provided as suggestions in column F “TARGET_TEXT_SUG,” and can be copied into column D as needed.
- The available field length cannot be exceeded, otherwise a warning appears.
- Depending on the translation project’s settings, additional information is available, such as the name of the object where the text was found.
- With the exception of the translation column D, all other cells in the file are protected. As a result, translators cannot accidentally delete cells or critical information.

The Excel format is no help when translating similar texts – that is, texts with portions that exactly match other texts and which should therefore be translated similarly to avoid confusing the user. Although SNP Dragoman supplies matches from STERM, it does not allow for true terminology research. This effect can be minimized by sorting the Excel file by the objects in which the texts appear. As a result, the texts that belong together appear together. In addition, this problem only applies to texts comprising individual lines of text. Multiline texts, such as descriptions, are linked to one another via the row number and are shown accordingly. Translation memory can provide assistance in this regard.

Benefits at a Glance

In combination with a translation memory (TM), SNP Dragoman can provide an optimal translation environment:

- The translation is completed off-line, which means translators do not need to receive access to the client's SAP system.
- The scope and cost of the translation are calculated before carrying out the translation.
- The translation memory provides the translator with exact and similar translations and terminology suggestions. In addition, this speeds up and improves the translation, particularly when several translators are involved in the project.
- The translation environment prevents translations which exceed the defined length and the deletion of meta information. This means no issues will arise when reimporting the completed translation.
- All information relevant to the translation which is extracted by SNP Dragoman from the system is made directly available to the translator.
- Furthermore, translators can focus on translating and do not need to deal with categorizations within the SAP system.
- The TM makes working with changes to the source texts during or after the translation easy and affordable, since the TM "filters out" existing translations and only calculates changes and additions.
- Since corresponding training documents and other documents can be translated using the same translation memory, the TM automatically supplies the translator with the translations of all the interface elements.

2.2. Translation Memory

For over 20 years, translators have received assistance in completing their work through a system known as translation memory. A TM comprises an editor that makes it possible to translate a document line for line. This editor is linked to a database which saves both terminology and existing translations.

Translators can search through the file they are translating and through existing translations and terminology entries in the database, both in the source and target language.

TMs parse the text in the target format, meaning that they separate the text to be translated from the formatting, break the text down into lines (or segments, such as headlines), and analyze the text. When doing so, they provide exact figures.

In one example, a total of 3,607 words need to be translated, and 2,961 of these words are found in sentences without an existing (similar) translation, 65 words have already been translated, 149 are repetitions (as sentences) in the text, and the rest is available in a similar form. Predetermined weightings and the corresponding

The screenshot shows the SNP Dragoman Administrator 1210.5 interface. The main window displays a table with columns: Sour., Targ., Max., Source text, Target Text, Text Proposal, Context ID, and Name of the service. The table contains 19 rows of data, all with a 'Created on' status. Below the table, there are summary statistics: Total: 230, Missing translations: 0, NT: 200, LT: 0, ML: 30. The current page is 1/1.

Sour.	Targ.	Max.	Source text	Target Text	Text Proposal	Context ID	Name of the service
DE	EH	10	Angelegt von	Created by	Created by		DRAGOMAN
DE	EH	11	Angelegt am	Created on	Created on		DRAGOMAN
DE	EH	15	Angelegt am	Created on	Created on		DRAGOMAN
DE	EH	20	Angelegt am	Created on	Created on		DRAGOMAN
DE	EH	60	Angelegt am	Created on	Created on		DRAGOMAN
DE	EH	11	Angelegt um	Created at	Created at		DRAGOMAN
DE	EH	15	Angelegt um	Created at	Created at		DRAGOMAN
DE	EH	20	Angelegt um	Created at	Created at		DRAGOMAN
DE	EH	60	Angelegt um	Created at	Created at		DRAGOMAN
DE	EH	12	Angelegt von	Created by	Created by		DRAGOMAN
DE	EH	15	Angelegt von	Created by	Created by		DRAGOMAN
DE	EH	20	Angelegt von	Created by	Created by		DRAGOMAN
DE	EH	20	Angelegt von	Created by	Created by		DRAGOMAN

Results of an analysis after translating the same objects

price per word make the cost of the translation transparent before starting the project. Modern TMs also offer additional features which make translators' work easier, but are not important in this case.

2.3. Alternative: Translating with XLIFF

This exchange format supplied by SNP Dragoman can be opened by TMs directly, and all the benefits

listed above under "Translation Memory" apply here as well. However, working with this format also poses the following challenges:

- The suggested translations from the SAP system shown in the Excel file are not available.
- The same applies for potential terminology entries.