

## Case Study

# Localization of a business process improvement solution



### ➤ THE CUSTOMER

A provider of comprehensive business process improvement solutions. They offer imaging/document management solutions.

### ➤ THEIR NEED

They wanted their desktop product to be migrated to a web-based product (VB6.0 to .NET). They had their client-base located in different parts of the world; hence they also wanted to re-engineer their product to include localization that would allow for support to all their existing and new clients.

### ➤ OUR DEED

Aspire helped them localize their migrated web product to include support for different languages, currencies, number and date formats. This reduced the customer's professional services bandwidth as these parameters were taken up automatically based on browser support for different locales.

*The customer wanted to re-engineer their product to include localization that would support all their existing and new clients*

## Localization of a web-based Imaging/Document Management System

The localization factors taken into consideration were:

**Content:** All the content was localized; strings and text would be displayed in the chosen language

**Static Content:** Each control's caption/static text would also be displayed in the local language

**Formats:** Date and currency formats are handled according to the chosen locale

**Messaging:** All the messages displayed to the users would be in their local language

Implementation of the above was carried out using .NET resource files and re-designing the database to support globalization.

### Using resource file (.resx extension) for all the static text

As the content varies from language to language, the resource files were created based on the languages requested by the customer (one resource file for every language/culture). Each resource file has a name and value field, like a dictionary.



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Based on the language needed, the product uses the appropriate resource file to display the local language.

## Database Redesign

To store the multilingual data in the database (Microsoft SQL Server), the Nvarchar datatype was used. Usage of Unicode nchar, nvarchar, and nvarchar (max) data types avoids character translations anywhere in the system.

## Success

The localization of the customer's product ensured that their professional services team was not overworked as they were able to allow for customizations automatically in terms of language, currency, number format, and date support.

*Aspire helped the customer reduce their professional services bandwidth through localization*

## ABOUT ASPIRE SYSTEMS

Aspire Systems is an Outsourced Product Development firm committed to helping our customers build software products better and faster. We work with some of the world's most innovative Independent Software Vendors and software-enabled businesses, ranging from start-ups to established industry leaders, transforming the way software is built.

Aspire provides complete product lifecycle services, ranging from new product development and product advancement to product migration, re-engineering, sustenance and support. Our product development teams are spread between our Global Innovation Center in Chennai, India and offices in the United States.

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