



# Best practices for implementing and rolling out a memoQ server in an organization

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## Topics

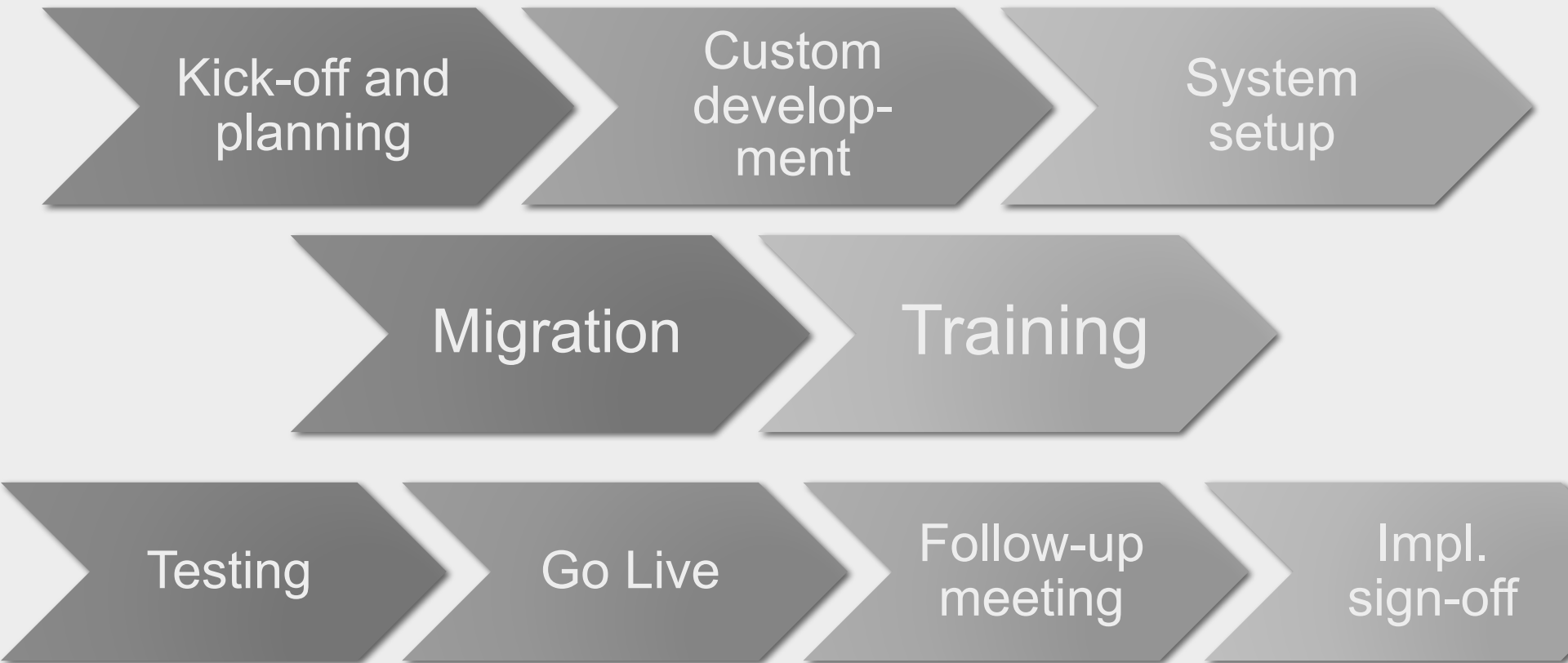
- The challenges
- How to tackle them
- Typical problems and pitfalls
- Best practice

# How to SUCCESSFULLY implement and roll out memoQ server in an organization

What does successfully mean?

- In a timely manner
- Within the planned budget
- Happy users ;-)

# Implementation and rollout project: Standard steps



# The challenges: Multidimensional complexity



# Scenarios

**AGE  NC**

 **PR  SE**

Brand new tool, no CAT before  
Changing from a different system to memoQ  
Upgrading from the previous memoQ

# General comparison

## LSP

- Translation is main process
- Many different clients
- Many workflows, some unique to a project/client
- More dynamic list of users and language pairs
- Flexibility of memoQ is a requirement
- Other CAT tools

## Enterprise

- Translation is supporting process
- Not too many (internal) clients
- Small number of well defined workflows
- Static list of users and language pairs
- Standardized source files
- Automated preparation steps
- Integration flexibility

# General comparison

## LSP

- Often manual assignments of linguists
- Project change management
- Slicing files
- Overlapping workflows

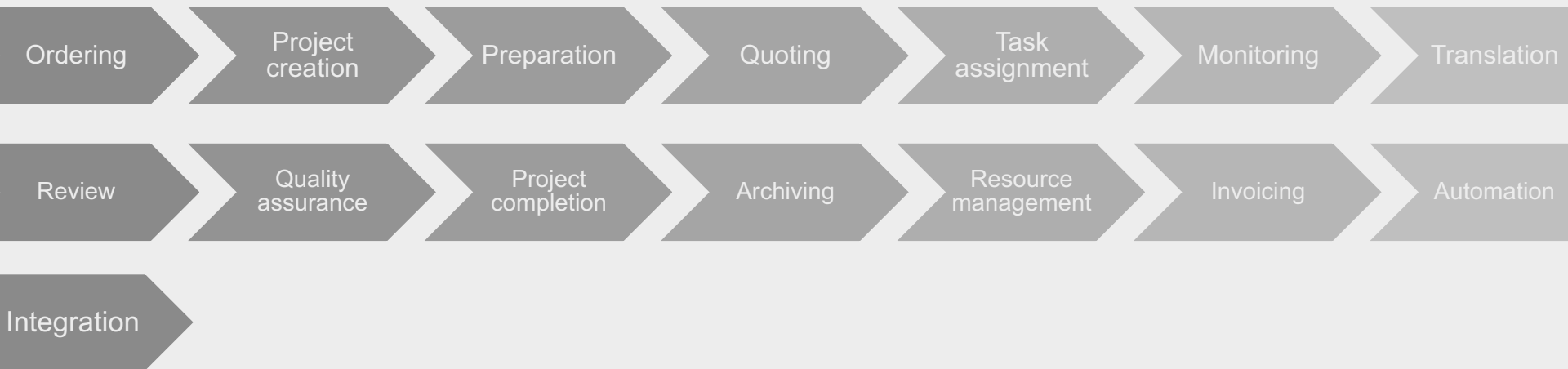
## Enterprise

- Using subvendors
- Static translators and/or teams
- Use of FirstAccept
- Internal reviews by non-linguists
- Package workflows



# Preparation

- Analyze & define workflows and processes



# System setup and configuration

- memoQ server vs. cloud server
- In-house vs. hosted
- IT environment (hardware, software, network, login, licensing)
- Separation of database, application and web server
- Redundancy of systems
- Data security
- Backup strategy

# System setup and configuration

## LSP

- **Less complex IT environment**
- **External or small IT department**
- **Often less focused on information and data security**

## Enterprise

- **More complex IT environment (Active Directory Forest, network security)**
- **Large IT department**
- **Often heavily focused on information and data security**

# THE 2705 FREAK-OUT

# Migration

- Users, groups, rights
- Translation Memories, termbases including meta data
- Leverage loss due to different segmentation and tagging
- Other resources: file filters, segmentation rules, TM settings, non-translatables, reference documents...

# Migration

## LSP

- More likely to have linguistic assets (TM, TB, file filters)
- Linguistic assets from multiple legacy systems
- Linguistic assets are often diverse
- Many users

## Enterprise

- If any, often single tool to migrate or files to align
- Less resources and users
- Higher expectations in terms of lowering leverage loss
- In some cases files for structural alignment are available for 100% leverage

# Customization

- Linguistic configurations
  - translation memories, termbases, auto-translation, non-translatables
- User interface
  - software options, how the software behaves
- API based tools, plugins and sponsored development

# Customization

## LSP

- Linguistic resources to be customized for a lot of clients and many languages
- Set up of effective usage of the diverse linguistic resources

## Enterprise

- Linguistic resources customized only for one (or a few) usecases and limited number of languages
- Often client specific development is needed, e.g. automated QA



# Integration

- Systems managing/storing content
- Systems managing workflows, projects, financial information
- Content connectors, API

# Integration

## LSP

- Excel
- Project management systems
- MT systems
- QA tools
- Other memoQ server

## Enterprise

- Content management systems
- Product information management systems
- Document management systems
- Marketing automation systems
- Workflow management systems
- Accounting systems

# Testing

- System testing
- Performance testing
- Functional testing
- Usability testing
- User acceptance tests (UAT)

# Testing

## LSP

- Often only usability and functional testing
- Only partial testing (not entire workflow or business logic)

## Enterprise

- Testing and test protocols part of implementation projects (IT requirement)
- More used to systematic testing
- Tests often done by IT people that do not test functions

# Training

- Standard training
- Customized training
  - for different user groups
  - with specific content to the needs of those users
- Continuous training

# Training

## LSP

- Often just kick-off training
- We can figure it out ourselves
- Training on the job
- Learning by doing

## Enterprise

- Used to software training (no solution rolled out without training)

- ⚡ Generic “marketing” resources such as webinars
- ⚡ Training in addition to daily workload
- ⚡ Too little time for training planned
- ⚡ Training outcome often not evaluated
- ⚡ Often ineffective training

# Go Live

- **IT and support on stand-by**
- **Party & prey!**



# Communication

- Change management
  - How to manage change in software projects: information of affected user groups, include users in evaluation of changes e.g. software updates, process changes



# Documentation

- IT infrastructure
- Processes
- Standard operating procedures
- QA manual

# Continuous improvement

- Implementation of a feedback process
- Regular assessment of current practice
- Evaluation of new functionality
- Alignment with market needs and business strategy



# Conclusion

- Plan wisely
- Communicate
- Involve all stakeholders
- Test
- Train
- Continuously improve



# ThanQ!