

HelpStudio 3 Localization White Paper

This booklet describes the HelpStudio 3 localization scenario where a third party localization provider (either an internal linguistic team that does not use HelpStudio, an overseas partner, or an external language provider) is used.

The information and tips contained in this booklet were provided by ITR, a leading language service provider to US and UK corporations. For further details about ITR, please visit www.itr.co.uk (<http://www.itr.co.uk/>).

1 HelpStudio 3 Localization Features

- XML export/import features
- Unicode support
- XML exported files integrate effectively with industry standard translation tools
- Import tool enables you to build multiple localized versions of the target files for online help or PDF booklets
- Version control allows you to export only those topics which have changed since the last update
- A bespoke version of HelpStudio is distributed by Microsoft and included in Visual Studio 2005 SDK

2 The HelpStudio 3 Translation Workflow

HelpStudio provides valuable support for projects that are authored in one language and subsequently require localization into other languages. HelpStudio incorporates a number of features that optimize translation workflow, integrate with translation industry standard tools, and maximize potential cost savings.

2.1 Step one: identify and extract the localizable content

HelpStudio incorporates an XML export/import wizard that enables you to export the localizable content for translation by your internal linguistic team, overseas partners, or an external language provider.

Language service providers generally prefer to work on extracted content, ideally in XML, since this enables them to localize the files within specialized translation environments that optimize the translation process.

2.2 Step two: localize the content

The XML files exported from HelpStudio integrate seamlessly with industry standard translation tools such as content analysis, code protection routines, translation memories, interactive online glossaries and term mining tools.

Your language service provider will be able to maximize the effectiveness of these tools on your project to support consistency and accuracy, keeping turnaround times to a minimum and costs firmly under control.

2.3 Step three: rebuild the help system

Once the translation is complete, you import the localized content into HelpStudio so that the project can be built. HelpStudio provides powerful tools to track localization status and you can build multiple versions of the localized files easily into Online Help or PDF documents.

2.4 Maintenance and updates

When revisions or updates are required, the powerful version control features of HelpStudio enable the user to export only those topics which have been updated. By combining this feature with the very fine granularity of typical translation memory systems, you are able to maximize the re-use of previously translated material, and continue to minimize costs and turnaround times.

3 Localization Best Practices

Before developing your HelpStudio project, it is worthwhile adopting some best practices that will help the localization process. Many of these guidelines are straightforward to implement, but can have a significant impact on your costs and turnaround times when you come to localize the help system into one or more target languages.

3.1 Write with translation in mind

- Try to avoid sentences that are over 25 words in length
- Include only one point or instruction per sentence
- Use acronyms consistently - only one meaning per acronym and apply consistently throughout the content
- Avoid complex noun clusters
- Use consistent terminology throughout your file
- Avoid ambiguity: do not use the -ing form
- Avoid country specific information such as UK free phone numbers
- Use expressions in a consistent manner
- Use the active voice
- Proofread and sign-off the source text before starting translation
- Do not start translation too early if revisions are likely
- Batch changes to reduce administration, pressure on resources and the risk of oversight

3.2 Design and structure

- Use callout text in graphics
- Use automated features for hyperlinks
- Avoid any local overrides
- Use consistent naming conventions for any graphics and screenshots
- If possible, do not translate the help until the software has been localized and frozen
- Use conditional text with care - implement at the paragraph level

4 Further Information

For further information about HelpStudio please contact Innovasys at: info@innovasys.com

For further information about translation services, please contact ITR on: helpstudio@itr.co.uk