

GlobalSight System 3 in 20 Questions

This second tools feature focuses on GlobalSight's System3, an application that helps enterprises automate the translation and localization management process for Web site infrastructures.

I - Product Information

1. Please provide a short description of your product and/or service.

GlobalSight System3 is a globalization management system (GMS) that automates the localization, leveraging, and global management of e-business content for delivering timely, relevant information online to multilingual audiences. This infrastructure software streamlines the complex process of globalizing large-scale business-to-business and business-to-consumer infrastructures. System3 provides a collaborative environment for globally distributed teams of contributors that include translators, reviewers and in-country managers to adapt content for regional or local markets.

2. What are the most appropriate applications for your product? Who are the targeted users?

Most appropriate applications:

- Globalization framework for enterprise, multicountry, multilingual database-driven and file-based Web sites and Web applications with high-volume change management requirements.
- Globalization of CMS-based (Content Management System) Web content through integration with leading content management and

personalization management systems.

Target users:

- Global 2000 e-commerce businesses with an existing or planned multilingual Web presence.
- Rapidly expanding businesses targeting significant international growth.

ii. WebMethods Enterprise integration and brokering technology

iii. Oracle 8i back-end

iv. Cross-platform, browser-based client support

4. Does your product include a translation memory engine? If yes, please describe the engine. Does it support fuzzy matching, any benchmarks available, etc.

GlobalSight System3 translation memory offers flexible segmentation and matching rules. Translation Memory data is stored in a TMX (Translation Memory eXchange) format in an enterprise class data repository. Matching and leveraging are carried out on the segment and leveraged group levels, with an option to preserve page-level translation memory assets from job to job. Fuzzy matching capability, through which strings with or without embedded code can be differentiated, is also standard.

5. Does your product have collaboration features for translator teams and/or publishers and localization service providers?

GlobalSight System3 provides scalable workflow functionality to manage workgroup collaboration between Administrators, Managers, Translators, Editors, and Reviewers. The product interface is browser-based and cross-platform. Teams can communicate real-time with each

II - Product Components

3. Please check which components are part of your technology:

Component	Y/N
Translation memory?	Yes
Software UI Localization? (if Web-based)	Yes
Translation Workflow Management?	Yes
Terminology Management	No
Machine translation (compatibility)?	No
Web Content Change Detection?	Yes
Multilingual Content Management?	Yes
Others, please specify...	Yes
i. CMS adapters (Interwoven, Vignette, ATG, Broadvision)	

other via the product's job-based internal messaging features. Real-time communication combined with ad hoc workflow reformulation enables project managers to effectively adapt to rapidly changing globalization requirements.

6. Does your product have a terminology management component?

Online terminology management functionality is in development. Offline, terminology management can be carried out in the third party translation environment of choice.

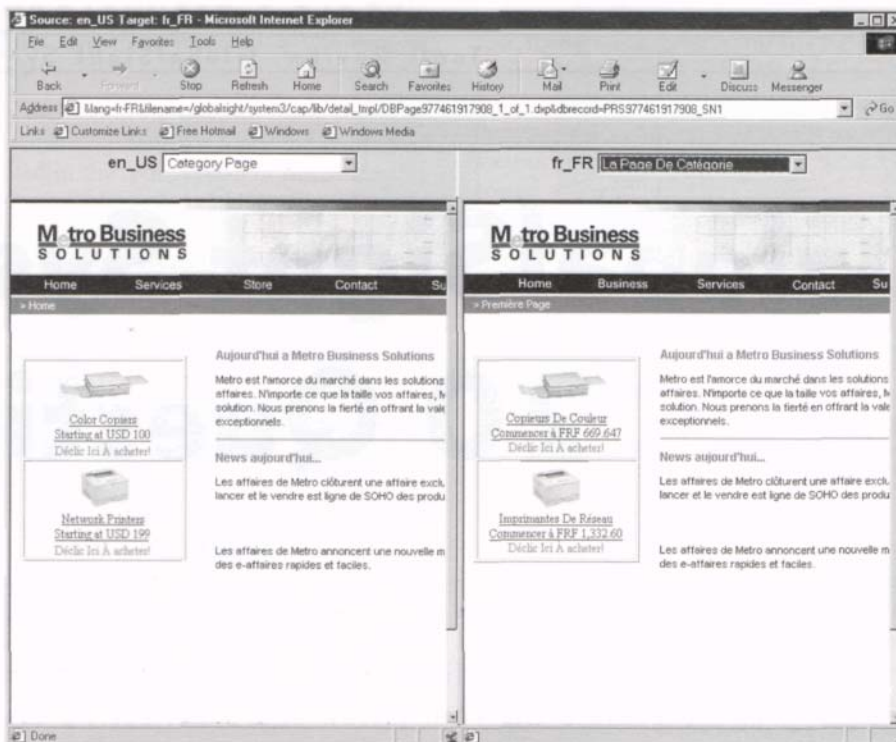
III - Translation Process

7. How do translators receive translatable content through your system?

Upon job approval by a project manager, GlobalSight System3 sends translators email notification that a job is waiting, with a link into the GMS. Translators log into the secure system, and can either translate online or download the job data for use in their editor of choice.

8. Does your product automate the translation/localization workflow? If yes, how? Does it support exceptions, escalation, manual override, etc.? Is the workflow system centralized or decentralized, can it survive loss of a server, etc.?

GlobalSight System3 provides a customizable workflow engine to automate the localization process. The workflow structure accommodates ad hoc changes. Exceptions, escalation, manual intervention, etc. are handled by users with appropriate permissions in the workflow.



Workflow functionality is centralized for security purposes. Fault tolerance and redundancy are functions of the specific installation, configuration, and customer development environment.

9. What level of translation job status tracking and job management is available to the client?

GlobalSight System3 allows System Administrators and Managers to monitor all stages of the workflow and get updated status information as jobs move through the workflow. In addition to obtaining status, project managers can modify work-

flows on an ad hoc basis to better conform to changing requirements or to more effectively address quality issues.

10. How does the technology support review and validation processes?

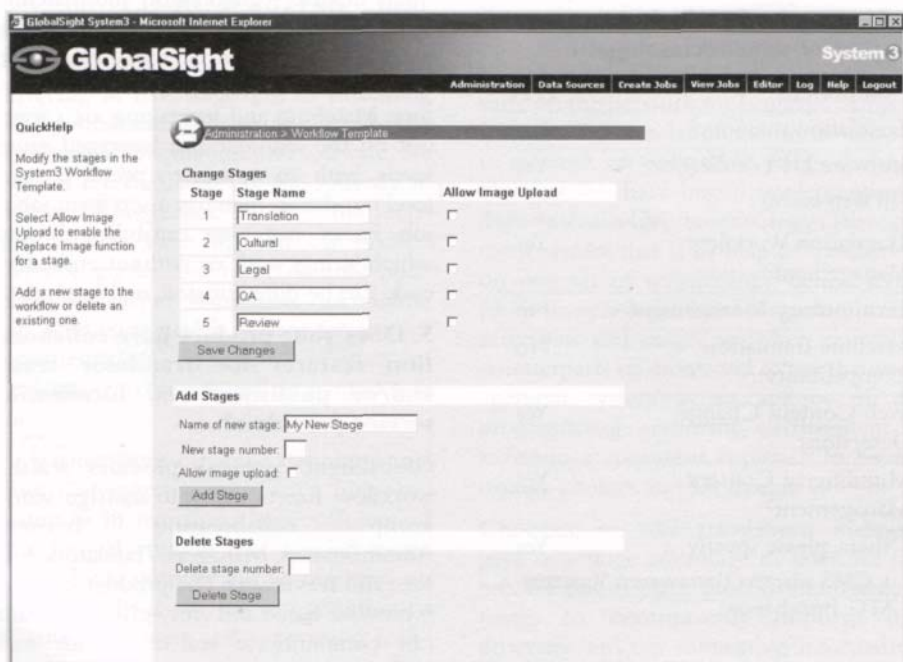
GlobalSight System3 allows content reviewers and validators to work online or offline as part of a workflow. Contextual preview for static file system jobs, as well as dynamic contextual preview of database content is available online for language and locale resources to reference while working on their respective tasks.

11. How does the technology support translation of frequently updated (Web) content?

GlobalSight System3 resides inside a development environment and is configured to monitor content repositories (file systems, databases, or CMS) for changes/updates, creating and dispatching jobs via business rules which trigger workflow and approval processes.

12. Can "translation jobs" be created? If yes, how? How are these jobs submitted to translators?

GlobalSight System3 allows for job creation once content is imported and a workflow defined. Translation jobs can be created manually or automatically based on business rules defined by the enterprise and based on the type of content. The system can watch for changes that meet similar criteria, then initiate jobs upon reaching the desired volume of data. The system can also be configured to hold



specified jobs until a certain amount of time has passed or until a specified date. This flexibility optimizes productivity and produces an intelligent and efficient bundling of localization tasks. Translators, editors, reviewers, validators and other users are notified of assigned jobs via a system-generated email with a secure link into the GMS. Translators or other users log in with specified credentials and can either work within the system or can download job content for offline processing. Once offline processing is complete, users log in and upload content, which is error-checked for structural defects and ultimately loaded back into the system.

IV - Technical Specifications

13. Which file types and content types are supported, for example FrameMaker, HTML, RTE, RC, etc?

System3's Content Exchange Engine can support virtually any type of eBusiness content and includes pre-built adapters for XML, CFML, CSS, HTML, JavaScript and Java Properties files, and can acquire content from any JDBC-compatible database. Additional adapters to support other data types can be easily created.

14. Is your product directly or indirectly compatible with any third-party systems such as content

management applications? Which ones?

GlobalSight System3 interfaces with Interwoven TeamSite, ATG Dynamo, Broadvision One-to-One Enterprise and Vignette V5.

15. What language types are supported: single-byte, double-byte, bidi? Is the technology Unicode compliant?

GlobalSight System3 is fully Unicode compliant, supporting single-byte, multi-byte and bidirectional languages and locales.

16. On what platforms does the system run; on what platform is it administered?

GlobalSight System3 runs and is administered on a Sun Solaris or HP-UX server, and supports the following client operating systems: Windows 95, 98, NT, ME, 2000, Macintosh OS 9 and HP-UX.

V - Implementation

17. How long are average implementation times?

Installation of GlobalSight System3 takes approximately 1 day. Integration/configuration of the system varies according to customer requirements.

18. What is the pricing model for the technology? What is the average cost?

Pricing for GlobalSight System3 is based on a number of implementation parameters. Contact GlobalSight Corporation at www.globalsight.com/inquiry.html for details.

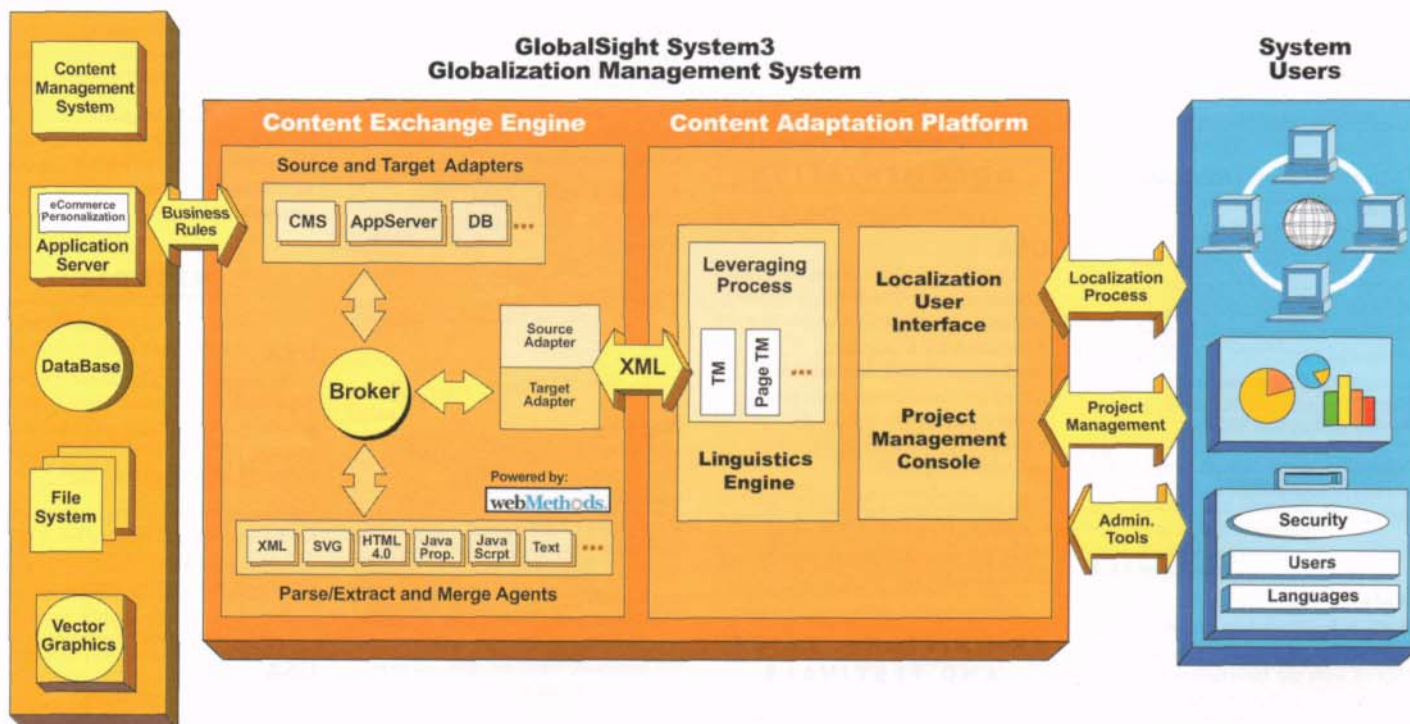
19. What other products/services are offered in conjunction to the technology?

GlobalSight Corporation offers implementation and deployment services through its Professional Services Organization. GlobalSight's Globalization Strategy Services group provides analysis and guidance to help develop a sustainable global Web presence. GlobalSight also offers Executive Seminars and Online Seminars.

20. Where can more information on the technology be found? Is a demo version available?

For more information, please visit www.globalsight.com or call +1 408 350 3600.

Development Web Environment



GlobalSight System3 Architecture