

SDL Translation Management System Business Architecture

Data Sheet for Service Delivery



The SDL TMS Business Architecture expert service is designed to guide customers to realize the full potential of SDL TMS in order to help them go global faster, simplify complexity and be personal with their own customers.

SDL experts will focus on leveraging best practices, optimizing processes, keeping customers up to date on latest product roadmap and identifying new opportunities that bring value to our customers business. As part of this service, SDL will lead workshops and reviews on a diversity of topics that can improve the Go Global Faster capabilities of the SDL language technology.



AT A GLANCE

Key Features

The SDL TMS Business Architecture expert service includes:

- Review and analysis of the current Solution Architecture against the customer's business goal and localization strategy.
- Review of the current and future strategy, requirements, process and solution for:
 - Translation Asset management
 - Localization Process and it's Automation
 - Project Management
 - Finance Tracking
 - System integration
- Collaborative roadmap to enable future business needs.
- Recommendations for possible enhancements and optimizations based on best practices

Benefits

The SDL TMS Business Architecture expert service focuses on improving the Go Global Faster capabilities of the SDL implementation in the context of the full enterprise ecosystem.

Key benefits are:

- Identify improvement areas in order to simplify complexity and maximize both efficiency and agility of processes and solutions
- Translate business and marketing needs of the customer's business sector into optimal solutions powered by SDL technology
- Ensure the adequate level of user-friendliness, flexibility, consistency and re-usability of the SDL implementation
- Keep customers informed of latest product updates and best practices that have relevant value added

When to Use

The SDL TMS Business Architecture expert service is used throughout the lifecycle of a customer engagement. The service is particularly beneficial when considering future scenarios related to your content management organization, localization activities, targeting and business process optimizations.

DELIVERY DETAIL

Preparation

SDL will schedule a kick off meeting to review basic business requirements and discuss desired outcomes from this engagement. Beforehand, you should:

- Identify key stakeholders
- Provide available documentation and/or presentations pertaining business requirements, architecture, business and content strategy, localization plan, etc.
- Prepare short term and long term business roadmap and vision

Delivery

The service is delivered by consultants from the SDL Business Architecture team.

During the engagement, SDL experts will lead workshops and interview stakeholders in order to understand customers' strategy and business program, governance, and processes.

Key activities during the engagement are:

- Review of the baseline and target business architecture
- Review and analysis of concerns and goals of key stakeholders
- Provide recommendations how to address their concerns and goals
- Review and analysis of organization units, business processes, functions actors business services
- Identify changes required and analysis feasibilities, identify contributors
- Review and analysis of current solutions in place, appreciated benefits and pain points

SDL consultants will review the current solution against the outcome of the workshop. As a result of that, findings and recommendations based on latest best practices will be described in a detailed report which will be presented to the key stakeholders.

DURATION

The service is usually delivered by 1 – 2 consultants over a 10 – 15 working days. Duration can vary based on customer size, complexity and scope of the engagement.

GETTING STARTED

Leverage SDL's Expert Services methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration with Training and Support puts the entire SDL team behind your success.

To learn more, contact your local SDL Professional Services representative, or visit [sdl.com](https://www.sdl.com)



SDL (LSE:SDL) is the global innovator in language translation technology, services and content management. With more than 25 years of experience, SDL delivers transformative business results by enabling powerfully nuanced digital experiences with customers around the world.

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