**"This meets my needs perfectly.
Everybody should be doing this."**

—*Director of Product Development, FrontRange*

The Challenge

FrontRange Solutions, a leading manufacturer of enterprise software for service management, Customer Relationship Management (CRM), and communications applications, needed to localize their flagship product into nine languages. The enterprise product, built on the .NET platform, helps FrontRange customers track incidents, manage service level agreements, and minimize volume in call centers.

The challenges for this project included complex software localization requirements, high content volume, multiple components and languages, and a compressed time frame.

After competing in a rigorous RFP process, ArchiText was selected by FrontRange out of a dozen providers for several reasons:

- ArchiText's unique end-to-end solution based on *ABREVE*®
- A guaranteed project cost that was hundreds of thousands of dollars below other bidders—with no adverse effect on quality
- Turnaround for the project was below the aggressive 16-week target set by FrontRange

The Results

ArchiText delivered the software and content in English, French, German, Spanish, Chinese, Japanese, Brazilian Portuguese, Italian, Russian, and Polish.

By choosing ArchiText's end-to-end solution, FrontRange achieved the following results:

- The project was completed within FrontRange's stringent time requirements
- The final content volume was 67% lower than projections
- Total cost for the project was nearly one-half million dollars lower than projected

Throughout the project, our team of *ABREVE* experts helped FrontRange continuously improve processes and deliverables. Like all *ABREVE* engagements, instead of having to make a high front-end investment and waiting for a return at some point down the road, FrontRange reaped big savings in time and money immediately.

The Process

Applying our patent-pending *ABREVE* end-to-end solution (content globalization + localization), ArchiText worked with FrontRange to reduce the volume of content in an iterative process with the authoring teams. The resulting globalized content was then seamlessly passed along to our localization teams for quick, efficient, and cost-effective results.

As part of the successful engagement, ArchiText trained FrontRange authors and editors in the *ABREVE* methodology early on, so *ABREVE* principles could be integrated into the content right from the beginning.