



Novell Case Study

Novell partnered with Lingotek to methodize their translation processes. Lingotek delivered an apposite solution that allowed Novell to integrate their Drupal content management system with the Lingotek Collaborative Translation Platform™

Company Overview

Novell, Inc. (Nasdaq: NOVL), a leader in Intelligent Workload Management, helps organizations securely deliver and manage computing services across physical, virtual and cloud computing environments. Novell helps customers reduce the cost, complexity, and risk associated with their IT systems through solutions for identity and security, systems management, collaboration and Linux-based platforms. With infrastructure software and an ecosystem of partnerships, Novell integrates mixed IT environments, allowing people and technology to work as one. For more information, visit www.novell.com.

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Challenge

Novell translates a large amount of marketing and product information each year. They also have a large online community of volunteer experts that provide technical support and advice to users worldwide. Solutions provided in one language usually apply to community members in a wide variety of languages. Bilingual volunteers could help their sub-community by translating relevant content from another language into their native language. Novell needs a method of exposing content to these volunteers to allow them to translate. They also need a means of tracking the work done by individuals to inform their incentive and rewards programs. There needs to be an approval process in place which allows Novell to include users in the program and that will end in their publishing completed translations. The solution needs to facilitate



