



## Customer Story

# Streamlining Multilingual Product Information Management for a Global HVAC Leader

## Company Overview

Our client, a global leader in the HVAC industry, offers a wide array of products catering to heating, cooling, ventilation, and energy needs. They boast a wide range of offerings from traditional burner technology to advanced electricity and heat generation, as well as the utilization of solar energy.

As the company expanded globally, managing product information across languages and platforms became increasingly complex. To tackle these complexities head-on, the client implemented the Stibo Systems Enterprise Platform (STEP) for Product Information Management (PIM). Recognizing our expertise in translation workflow optimization, they sought our assistance to streamline their processes and maximize efficiency.

## Challenges

Having Software Developers within our team proved to be a distinct advantage when engaging with the client and Stibo to actively address their concerns and core goals for their PIM system project. This project presented several pivotal challenges, including:

- **Lack of Existing API:** The absence of an existing API added complexity to the integration process, necessitating innovative solutions.
- **Researching and Implementing a Suitable Connector:** Finding and implementing a compatible connector to facilitate smooth data flow between systems was critical.
- **Utilizing STEP for XML File Transmission:** Seamless transmission of XML files via STEP to our team for translation from German to English was technically challenging.
- **Creation of a CAT tool FileType:** Developing a compatible file type demanded meticulous attention to detail.
- **Adaptation of Parsers and Tags:** Adjusting parsers and tags to meet evolving requirements required dynamic solutions.



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### Solutions

Working closely with the client and Stibo, we integrated our translation services seamlessly into their workflow. Here are the solutions we provided:

- Collaboration with the client's STEP Implementation Team to explore API solutions.
- Creation of an application to parse XML files and identify necessary modifications, ensuring smooth integration with existing processes and development of a customized solution using an existing third-party connector to automate the translation process, facilitating quick and accurate translations of product information. This integration enables real-time synchronization of product data and translation updates, enhancing collaboration and efficiency across departments.
- Facilitation of communication between stakeholders to ensure alignment of goals and expectations. Open communication and continuous support throughout the testing phase significantly contributed to the success of the overall project.

### Results

By partnering with us, the client streamlined the translation process, significantly reducing turnaround times and ensuring linguistic accuracy across all markets. The integration between STEP and our proprietary project management system QuickTrace further optimized workflow efficiency, enabling seamless collaboration between teams and accelerating time-to-market for new products and updates.

### Conclusion

This case study demonstrates how our tailored solutions and close collaboration enabled the client to optimize their multilingual product information management, enhancing operational efficiency and global competitiveness.