

Stand and Go configuration service for Trados Accelerate and Trados Enterprise

Data sheet for service delivery

The Stand and Go configuration service is designed for customers to be up and running with Trados Accelerate or Trados Enterprise with minimal effort, cost and time.

The Stand and Go configuration service provides customers, new to RWS Language Technology, with an entry level system to enable them to use Trados Accelerate or Trados Enterprise for initial productive work quickly, while continuing to explore its core capabilities with a view to further expansion. This service is implemented by RWS consultants dedicated to assisting customers to improve their language translation process.

An important aspect of the Stand and Go configuration service is the post implementation workshop, during which RWS solution experts will work with customers to understand their additional business needs and allow them to unlock, adapt and get more out of the enterprise technology during the customers' technology journey.



AT A GLANCE

Key Features

The Trados Stand and Go configuration service includes:

- A business process review
- A solution design session
- Setup and configuration
- Hands-on assistance
- A collaborative roadmap to meet future business needs
- Access to RWS' most up-to-date knowledge and learning

Benefits

The Trados Stand and Go service allows customers to derive value from their investment in RWS technology rapidly and better understand the technology capabilities in order to maximize the efficiency of their translation program.

Key benefits are:

- Reduce idea-to-solution cycle time
- Go live with core functionality in a few weeks
- Low startup cost on initial implementation
- Tangible roadmap for future improvements to extend and enhance the product to meet business needs

When to Use

The Stand and Go service for Trados Accelerate and Trados Enterprise is particularly useful as a solution to kick-start a pilot or a jump start environment for the business to explore the extensive capabilities.

DELIVERY DETAIL

Preparation

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

- Identify key stakeholders who will form the project team and ensure availability throughout the implementation.

Delivery

The service is delivered by RWS consultants. During the implementation phase, the RWS consultants will achieve the following deliverables:

- Cloud-hosted solution
- Business scoping and process review
- System configuration with:
 - Up to 2 customer locations
 - Up to 2 Vendors receiving project assignments from customer's translation team.
 - Max 20 order templates.
 - Up to 30 users and 1 custom user role
 - Up to 4 project templates
 - Up to 5 custom fields
 - Up to 24 groups
 - Up to 10 language pairs; max. 2 source languages
 - Support for out of the box content types and up to one tailored XML type
 - Up to 8 pricing models; based on one single currency.
 - Up to 4 workflows
 - Up to 2 translation engines with
 - Creation and import of up to 2 translation memories (tmx) and 1 termbase (xml + xdt or xls)
 - 1 core language processing rule
- Assistance with configuring Single Sign-On (Auth0 or similar Identity Providers)
 - Only for supported IdPs
 - No customizations
- Snapshot documentation of the initial configuration
- Training (see for details next paragraph)
- Remote support User Acceptance Testing. oMax duration UAT 2 weeks
- Roadmap workshop / 360° Approach *

Please note that this service only covers the configuration of the software components you have purchased.

Training

The Stand and Go configuration service provides free access for 2 users to the following Trados Accelerate or Trados Enterprise [eLearning courses](#):

1. Trados Terminology
2. An Introduction
3. Translator training
4. Translation Project Manager
5. Customer Requester
6. Customer Reviewer
7. Vendor training
8. Administrator Basics
9. Administrator Roundtrip

The eLearning courses are hosted in and accessible via the RWS University learning portal.

- Self-paced eLearning gives students access to online courses that they follow at their own pace. These modular eLearning courses give students time to absorb information before proceeding to the next topic.
- The eLearning courses may include step-by-step instructions, recordings or both.
- As these eLearning courses are on demand, there is no interaction with a trainer or other class attendees.
- There is no time limit nor deadline to finalize one's eLearning, however RWS requires the customer to finish the e-learning before any hands-on training by RWS PS.
- eLearning courses can be viewed more than once, providing a valuable tool to refresh knowledge.
- Additional accesses and/or modules for other roles than above mentioned can be bought outside of the Stand and Go package.

The Stand and Go service expands on the foundations led through the eLearning courses and includes 1 day remote hands-on administrator training by RWS Professional Services for obtaining self-sufficiency and enabling the customer to perform further configurations themselves.

* 360° Approach

Once the initial Stand and Go service is deployed and has been tested by a controlled group, RWS consultants will facilitate a workshop with all key solution stakeholders to align business objectives and achieve more efficient translation processes. The workshop is designed to enable customers to increase and expand the utilization of their Trados configuration by identifying process or systems improvements.

The workshop provides:

- Discussion on the current system configuration, processes and user behaviors (held with test users)
- Recommended solutions to facilitate process improvement and grow system utilization
- Shared findings and proposed solutions with all stakeholders

DURATION

The Stand and Go service is usually delivered by a project team consisting of a project manager and one consultant requiring 4 to 8 weeks turnaround time, depending on the scale of the implementation. Duration can vary based on customer size, complexity and location.

GETTING STARTED

Leverage RWS' Professional Services methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration with Training and Support puts the entire RWS team behind your success. To learn more, contact your local RWS Professional Services representative or visit: <https://www.rws.com/support/professional-services/>

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our clients to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

For further information, please visit: www.rws.com

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ADDITIONAL SERVICES

Additional services are *not* included in the Trados Stand and Go service and can be provided on a case-by-case base.

Additional services will require a separate Statement of Work from RWS Professional Services.

Examples of additional services:

- Data migration and manipulation
 - Translation Memories
 - Termbases
- Custom Reporting
- Custom Features
- Custom Workflow templates
- API Consulting and Development
 - Automation
 - Integration with 3rd Party

All Services will be provided applying SDL Professional Services Terms and Conditions.