

SAP: An Overview of the Company and its Software

Session Title Seminar G

Workshop held at the 50th Annual Conference
of the American Translators Association
New York City



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SAP AG, Globalization Services (SLS)
October 2009



Explain the history of the company

Provide an overview of the SAP solution and product portfolio

Demonstrate individual SAP software solutions

Detail how SAP products are translated

Introduce the SAP Language Services organization

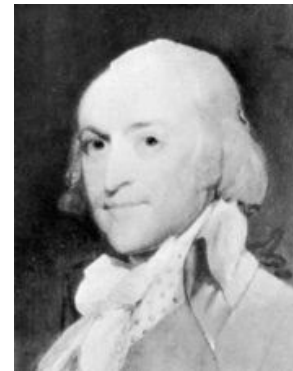
Provide an overview of the terminology database
SAPterm

Give participants the opportunity to translate SAP
documentation

From Walldorf to New York...

...and back

SAP



**John Jacob Astor
(1763 – 1848)**



Agenda



1. SAP: The Company

- 1.1. SAP Today
- 1.2. A Look at SAP's History
- 1.3. SAP's Product Portfolio
- 1.4. The Technological Future: Service-Oriented Architecture

2. Translation at SAP

- 2.1. Introduction: Globalization at SAP
- 2.2. SAP Language Services: The Central Translation Hub
- 2.3. Translation Scope, Tools and Quality Assurance
- 2.4. SAP's Translation Partners

3. SAPterm Overview

4. Hands On: Translating SAP Documentation

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SAP AG in 2008 revenues: €11.567 billion

- Around 89,000 companies run SAP software
- Provides more than 24 industry solutions
- 49,916 SAP employees (March 31, 2009)

12 million users in 120+ countries use SAP software to...

- Integrate their business processes
- Extend their competitive capabilities
- Get a better return on investment at a lower total cost of ownership

Unique partner ecosystem

- More than 1.5 million community members (SAP Community Network for developers and Business Process Experts community)
- 15 Industry Value Networks

SAP's Global R&D Organization



Development Labs

Bulgaria
Canada
China
Germany
France
Hungary
India
Israel
United States



Research Centers

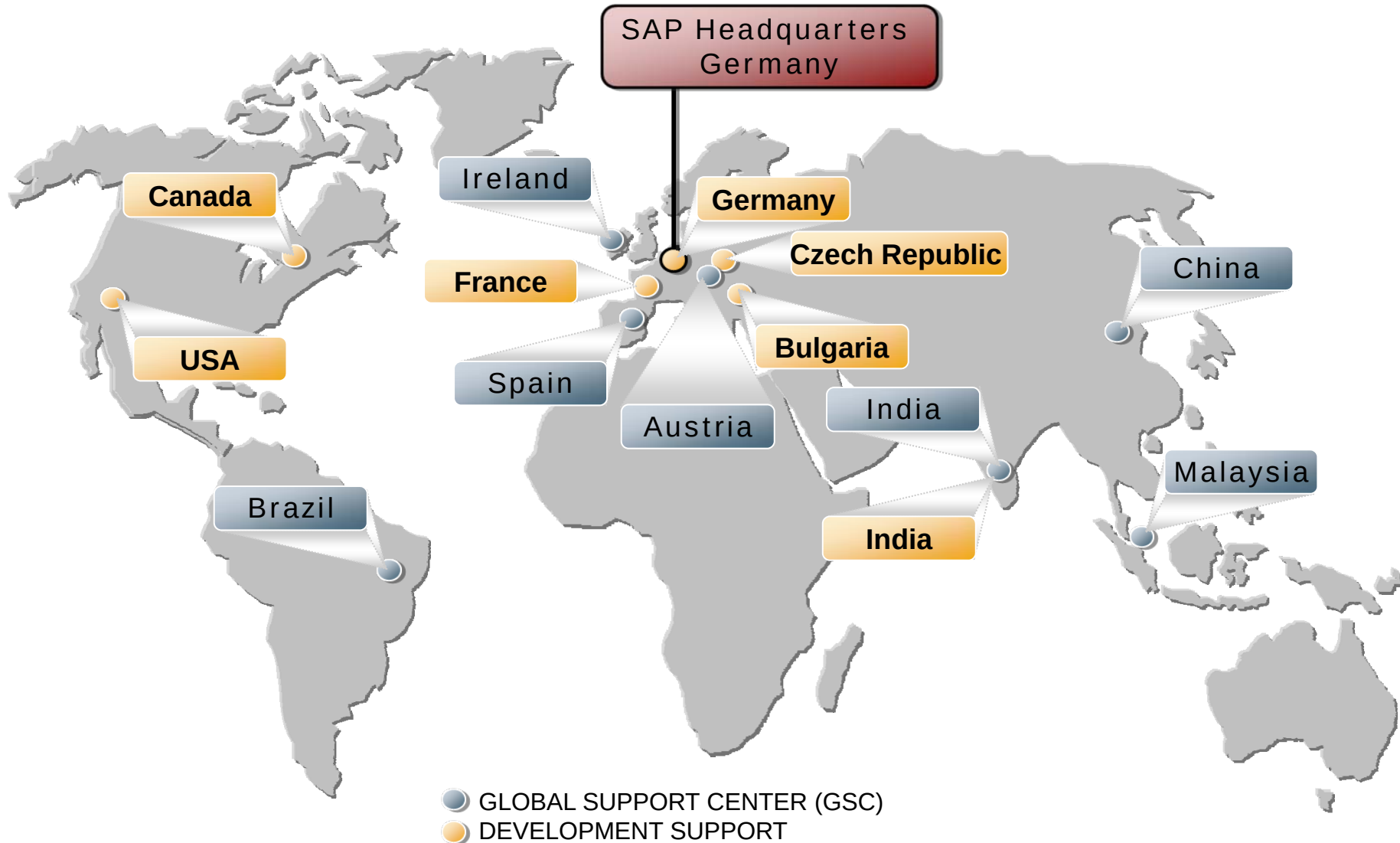
Australia
Canada
China
France
Germany
Great Britain
Korea
South Africa
Switzerland
United States



Co-Innovation Labs

India
Japan
United States

SAP Support Follows the Sun (7/24)





SAP's solutions run ...

Production of **40 million**
barrels of oil per day

Production of **32,000**
car engines per day

Defense forces across
107 countries

65% of worldwide annual chocolate
production (**2.2 million** tons)

50 million
Bank accounts
with one bank

54 million
Annual health-care
patient visits (US Only)

Retail outlets transactions totaling
\$330 million per day

75% of worldwide
annual beer production
(1.5 billion hectoliter)

Processing of
2.5 billion
utility bills per day

Production of **4 million**
tons of chemicals per day

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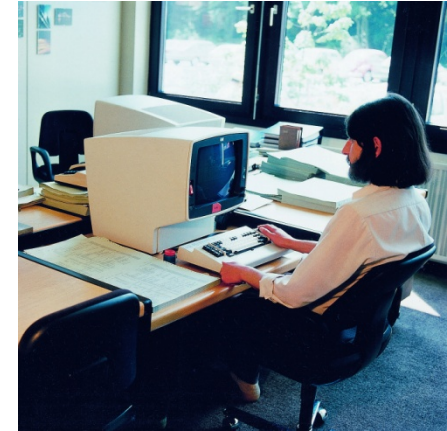
2.3 Translation Scope, Tools and Quality Assurance

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A Look Back in Time: How SAP Software Started



The idea: Create standard software package and enable customer adaptation

The principle: Real-time processing (not batch)

The objective: Digitization of basic business processes (finance, purchasing, ...)

Transformation from One-Product Company to Multi-Product Company

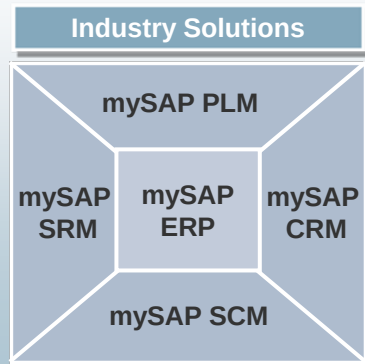


Client/
Server
SAP R/3



1998

Client/Server
mySAP



2003

SOA



SOA

Business User
Solutions

SME
Segment

Business Process
Platform

Industry
Solutions

SAP Business Suite



2008

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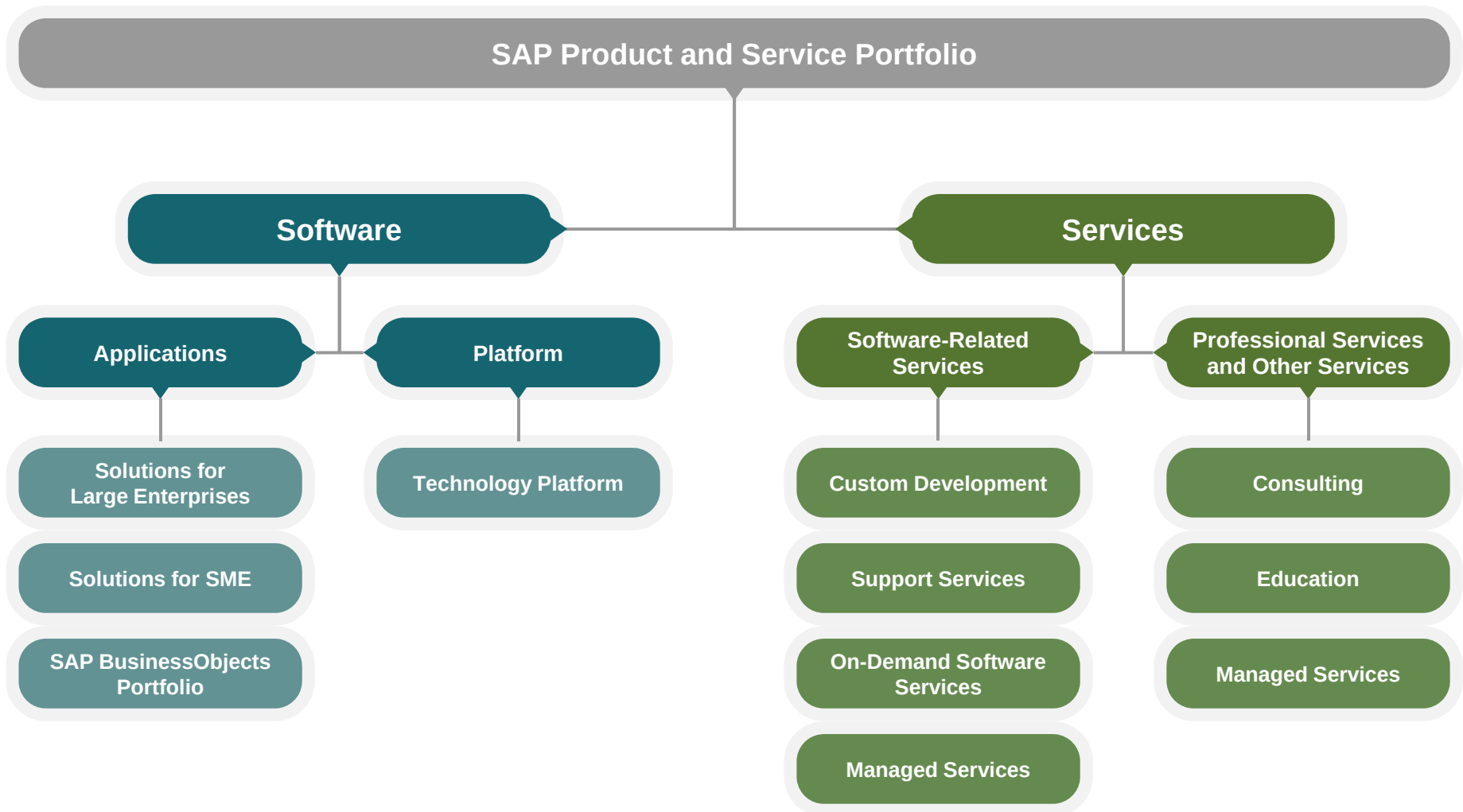
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Current Portfolio Covering Needs of Companies of All Sizes



→ User Adaptation

Duet / Alloy / Portal / Mobile

→ Flexibility
Extensibility

Business Process Management – Composite Applications

→ Business
Insights

SAP BusinessObjects Portfolio
Business Intelligence – Information Management –
Enterprise Performance Management – Governance, Risk and Compliance

→ Industry Core
Processes

Industry-Specific Extensions

→ Horizontal Core
Processes

Legacy

SAP Business
Suite

OnDemand
Extensions

SAP
Business
All-in-One

SAP
Business
ByDesign

SAP
Business
One

→ Integration

SAP NetWeaver
Process Integration – Master Data Management – Life Cycle Mgmt.

Large
Companies

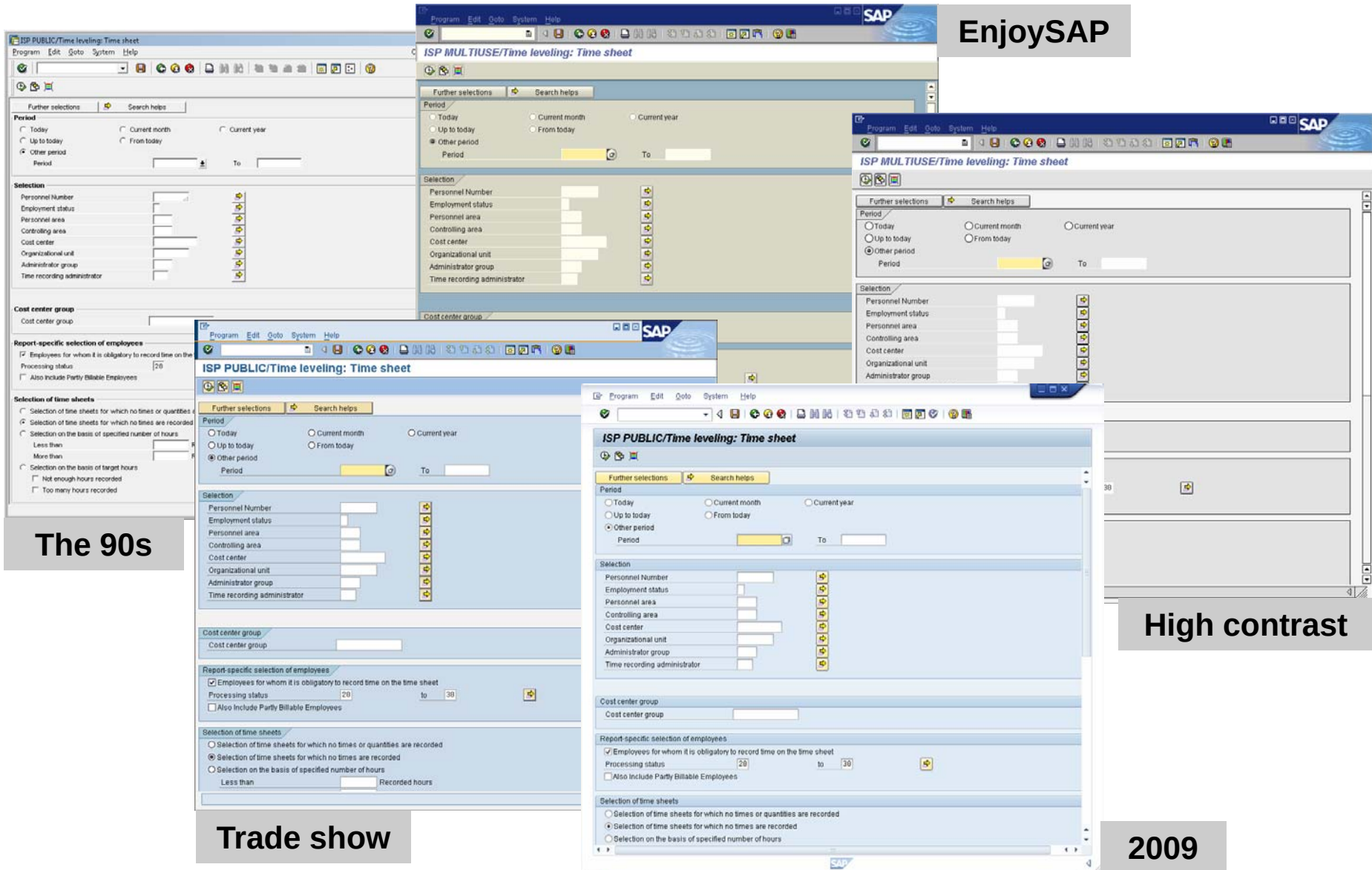
Midsize
Companies

Small
Comp.

Evolution of a Power-User User Interface: SAP GUI



EnjoySAP



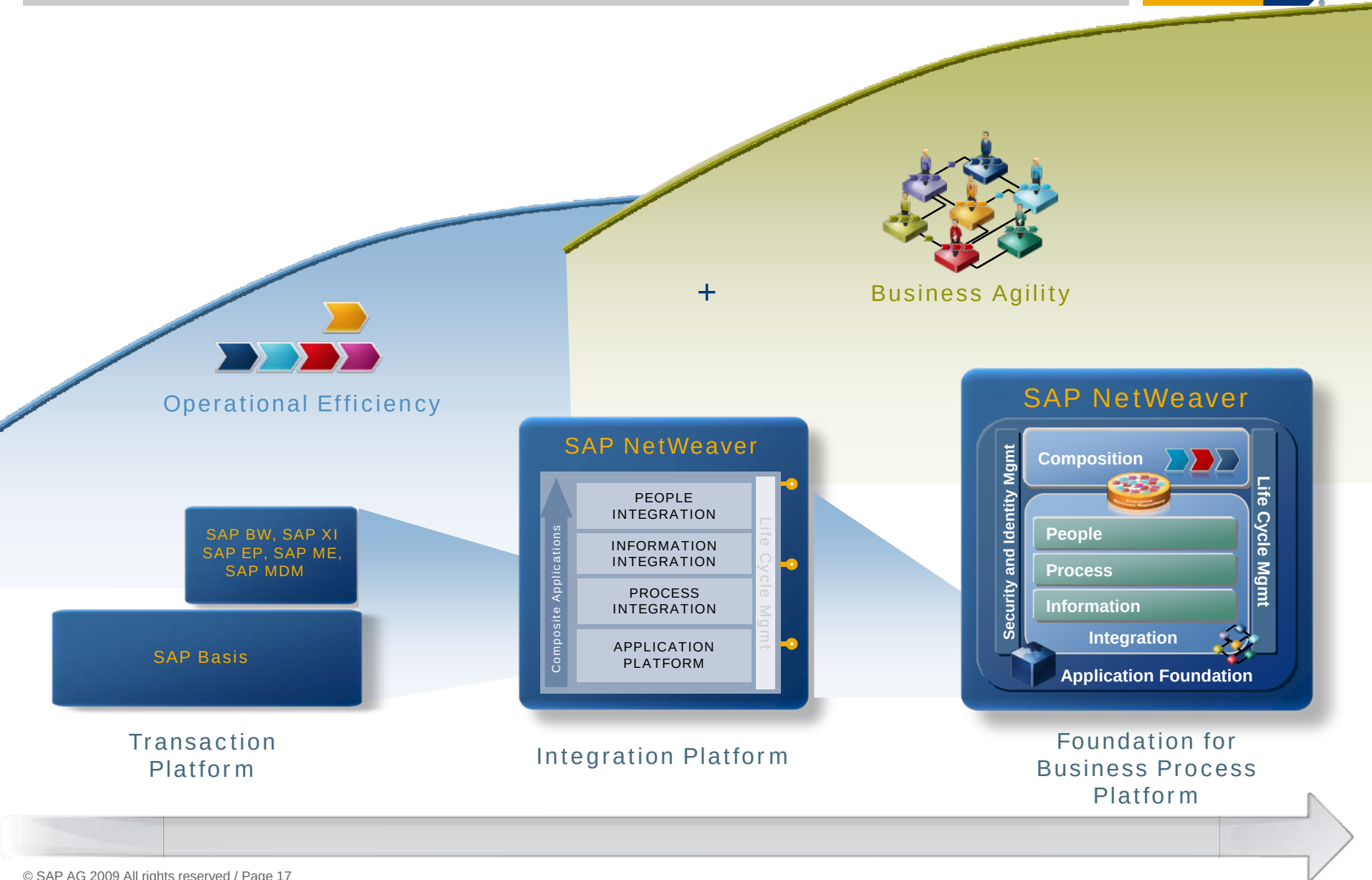
The 90s

Trade show

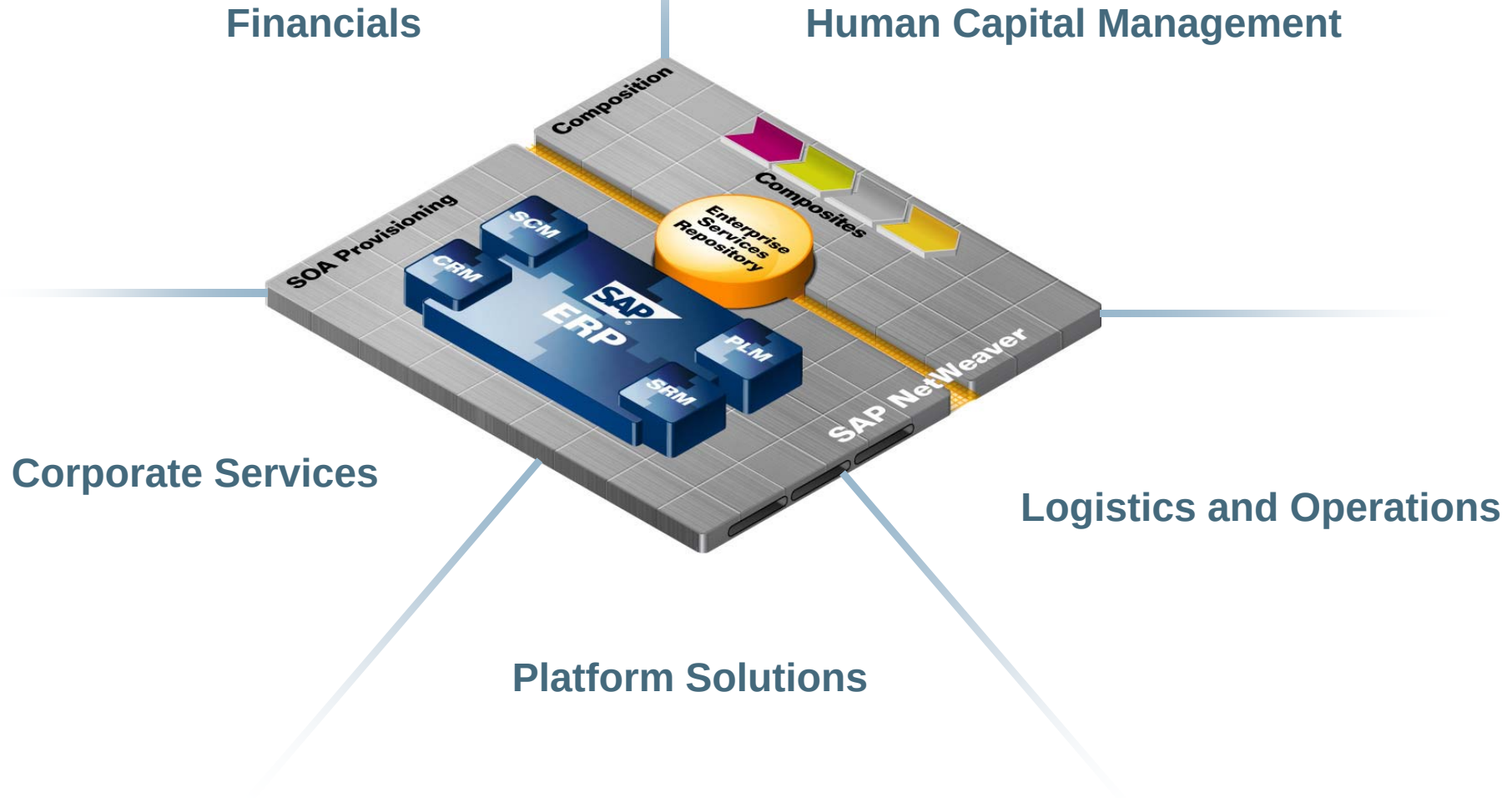
High contrast

2009

SAP NetWeaver: Evolution of a Technology Platform



SAP ERP: SAP's Flagship Application



SAP ERP Solution Map



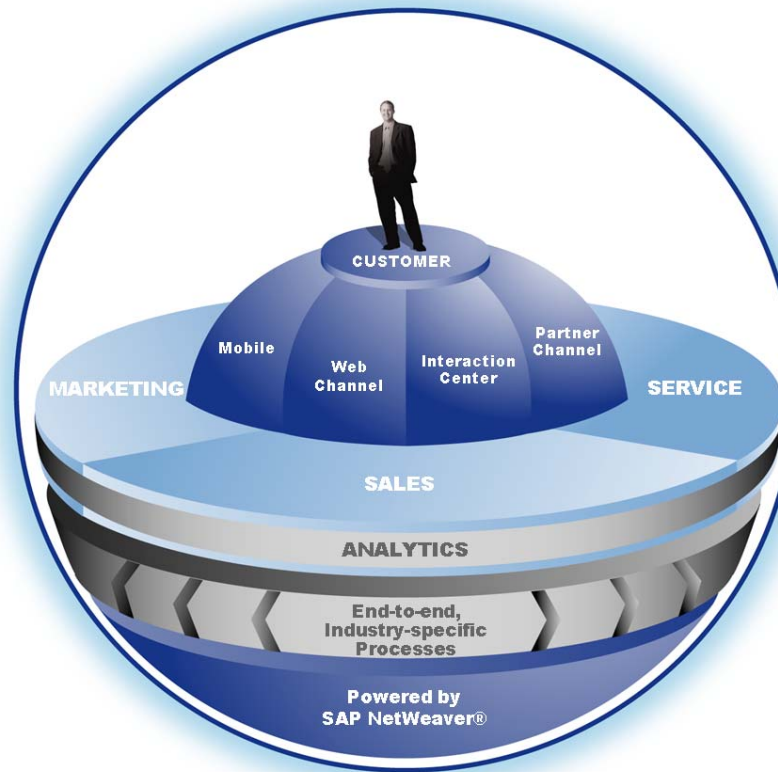
Human Capital Management	Talent Management		Workforce Process Management		Workforce Deployment		Travel Management		Shared Service Delivery	SAP NetWeaver			
Financials	Financial Supply Chain Management		Treasury		Financial Accounting		Management Accounting				Corporate Governance		
Product Development & Collaboration	Product Development	Product Data Management		Product Intelligence		Product Compliance		Document Management			Tool and Workgroup Integration		
Procurement	Purchase Requisition Management		Operational Sourcing		Purchase Order Management		Contract Management				Invoice Management		
Operations: Sales and Customer Service	Sales Order Management					Aftermarket Sales and Service							
Operations: Manufacturing	Production Planning			Manufacturing Execution			Manufacturing Collaboration						
Enterprise Asset Management	Investment Planning & Design	Procurement & Construction	Maintenance & Operations	Decommissioning & Disposal	Asset Analytics & Performance Optimization	Real Estate Management		Fleet Management					
Operations: Cross Functions	Quality Management	Environment, Health and Safety Compliance Management		Inbound and Outbound Logistics	Inventory and Warehouse Management	Global Trade Services		Project and Portfolio Management					



DEMO

Order to Cash

SAP Customer Relationship Management



Marketing	Web Channel	Interaction Center	Partner Channel Management	Marketing Resource Management		Segmentation & List Management		Campaign Management		Real-Time Offer Management		Lead Management		Loyalty Management		Trade Promotion Management	Business Communication Management						
Sales				Sales Planning & Forecasting		Sales Performance Management		Territory Management		Accounts & Contacts		Opportunity Management		Quotation & Order Management				Pricing & Contracts		Incentive & Commission Management		Time & Travel	
Service				Service Sales & Marketing		Service Contracts & Agreements		Installations & Maintenance		Customer Service & Support		Field Service Management		Returns & Depot Repair				Warranty & Claims Management		Service Logistics & Finance		Service Collaboration, Analytics, Optimization	



DEMO

IT Incident Management

SAP Supplier Relationship Management



Purchasing Governance	Global Spend Analysis		Category Management		Compliance Management
Sourcing	Central Sourcing Hub		RFx / Auctioning		Bid Evaluation & Awarding
Contract Management	Legal Contract Repository	Contract Authoring	Contract Negotiation	<u>Contract Execution</u>	Contract Monitoring
Collaborative Procurement	Self-Service Procurement	Services Procurement	Direct / Plan-Driven Procurement		Catalog Content Management
Supplier Collaboration	Web-based Supplier Interaction		Direct Document Exchange		Supplier Network
Supply Base Management	Supplier Identification & Onboarding		Supplier Development & Performance Management		Supplier Portfolio Management



Product Management	Product Strategy and Planning	Product Portfolio Management		Innovation Management		Requirements Management		Market Launch Management			
Product Development and Collaboration	Engineering, R&D Collaboration	Supplier Collaboration		Manufacturing Collaboration		Service and Maintenance Collaboration		Product Quality Management		Product Change Management	
Product Data Management	Product Master and Structure Management		Specification and Recipe Management		Service and Maintenance Structure Management		Visualization and Publications		Configuration Management		
PLM Foundation	Product Compliance	Product Intelligence		Product Costing		Tool and Workgroup Integration		Project and Resource Management		Document Management	

SAP Supply Chain Management

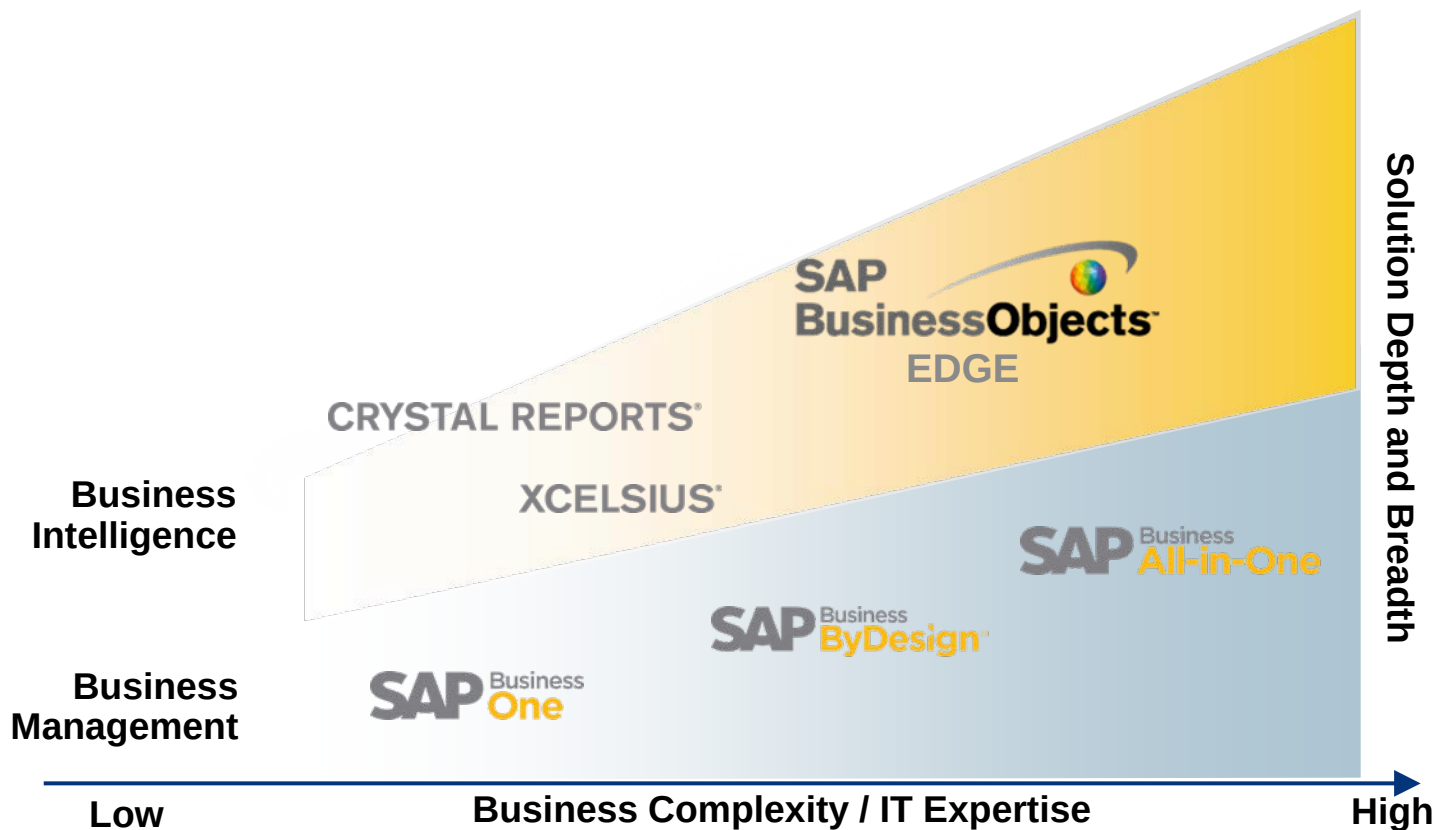


Demand & Supply Planning	Demand Planning & Forecasting	Safety Stock Planning	Supply Network Planning	Distribution Planning	Service Parts Planning
Procurement	Strategic Sourcing		Purchase Order Processing		Invoicing
Manufacturing	Production Planning & Detailed Scheduling		Manufacturing Visibility & Execution & Collaboration		MRP based Detailed Scheduling
Warehousing	Inbound Processing & Receipt Confirmation	Outbound Processing	Cross Docking	Warehousing & Storage	Physical Inventory
Order Fulfillment	Sales Order Processing		Billing		Service Parts Order Fulfillment
Transportation	Freight Management	Planning & Dispatching	Rating & Billing & Settlement	Driver & Asset Management	Network Collaboration
Real World Awareness	Auto-ID (RFID) & Item Serialization			Event Management	
Supply Chain Visibility	Strategic Supply Chain Design	Supply Chain Analytics		Supply Chain Risk Management	Sales & Operations Planning
Supply Network Collaboration	Supplier Collaboration		Customer Collaboration		Outsourced Manufacturing
Supply Chain Management with Duet	Demand Planning in MS Excel				

SAP's Portfolio for Small and Midsize Enterprises (SME)



Business Intelligence and Business Management



Tailored by
4,500+ local
partners to fit
individual needs



DEMO

SAP BusinessObjects Explorer

SAP Services and the SAP Ecosystem



The SAP Services Offering

Service Offering Areas	Business Application Solutions	+ SAP BusinessObjects + Logistics Value Chain + Finance and Corporate Services - Customer Relationship Management
	Platform & Technology Solutions	+ SAP NetWeaver
	Industry Solutions	+ Trading Industries + Financial Services + Services Industries + Public Services + Manufacturing: Process Industries + Manufacturing: Discrete Industries + Consumer Industries
	Cross Solutions	- Sustainability - Service Offering Framework □ SOA - Value Prototyping - Software Engineering & Development - Business Transformation Services + Run Services
Support Offerings	Support Offerings	- SAP MaxAttention - SAP Safeguarding - SAP Enterprise Support - SAP Product Support for Large Enterprises - SAP Premium Support - SAP Standard Support - Support Services - SAP Solution Manager - Run SAP Methodology
	Education Offerings	- Business Suite 7 - Training Catalog - Academy Program - Certification - Virtual Live Classroom - Online Knowledge Products - E-Learning - eAcademy - SAP Education

SAP Ecosystem Portals

The image displays four screenshots of SAP ecosystem portals:

- SAP PARTNER PORTAL GLOBAL:** Features a header with the SAP logo, a main banner with a photo of three people, and a sidebar with a 'LOG IN' button and a 'SIGN UP' link.
- SAP COMMUNITY NETWORK:** Shows a navigation menu on the left with categories like 'Getting Started', 'Service-Oriented Architecture', and 'User Productivity'. The main content area includes a 'NEW FAQ FOR SAP ENHANCEMENT PACKAGE 4 FOR SAP ERP 6.0' and a 'RECENTLY FEATURED' section.
- SAP EcoHub:** Displays a search bar, a 'Find solutions' button, and a 'Sponsored Solutions' section featuring products like 'Vistex' and 'OpenText'.
- SAP PartnerEdge:** Shows a 'SAP TECHED 2009' banner and a 'SAP EcoHub' logo.

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The Future: Service-Oriented Architecture (SOA) in a Nutshell



Overview Edit Goto System Help

APO Availability Check: Delivery proposal (Sales order)

One-time delivery Full Delivery Delivery proposal Rule Check instructions Scope of check ATP Result

Order Item: 10 Schedule Line: 1
Product: JAE-SCM02@EB5003 Volkers SCM 02 - Hands off
Production Plant: PL0001@EB5003 Werk: 0001
Requested Date: 18.12.2008 00:00 Open Quantity: 12 ST
Max.Part.Deliv.: 9
UL Cons. Per.: 31.12.2037 12:00

☐ Date and Qty Fixed

Sched. Line Overview

SL Date	SL Time	MA Date	MA TI	Confirmed Quantity	One	Full	Confirmed Qty	Prop
18.12.2008	12:56:00	18.12.2008	12:56:00	12	12	12	12	12
00:00:00	00:00:00	00:00:00	00:00:00				0	0
00:00:00	00:00:00	00:00:00	00:00:00				0	0

Valid./Orig.

Product/Location

Product/Location	Material Availabil...	Rqmt Quantity	Confirmed Q...	Cumulated C...	Unit of M...
JAE-SCM01@EB5003 / PL0001@EB5003 / Item : 000010	18.12.2008	20	8	8	
▼ Schedule Line: 0001					
▼ Product/Location Substitution					
• JAE-SCM01@EB5003 / PL0001@EB5003	18.12.2008	12	0	0	
• JAE-SCM02@EB5003 / PL0001@EB5003	18.12.2008	12	12	12	
• JAE-SCM03@EB5003 / PL0001@EB5003					
• JAE-SCM04@EB5003 / PL0001@EB5003					
• JAE-SCM05@EB5003 / PL0001@EB5003					

**Background technology:
Enterprise Service**

The Wine Shop

Logged in as hpiuser4 | [Logout](#)

[Home](#) [Find Products](#) [Check Availability](#) [Reservations](#)

Check Availability

Product List

Product ID

[Add](#)

Product ID	Description	
HPI-W-6	Ch. Saint Martin, Chardonnay, 2002	Löschen
HPI-W-7	Ch. Saint Martin, Chardonnay, 2003	Löschen
HPI-W-5	Ch. Saint Martin, Chardonnay, 2001	Löschen
HPI-W-33	Domaine Perrin, Chardonnay Reserve, 2002	Löschen
HPI-W-17	Chateau Massamier, Chardonnay, 2004	Löschen

Store List

- ☒ [Wine World](#)
- ☒ [Der Weinladen](#)
- ☒ [Habel's Weinscheune](#)
- ☒ [The Wine Shop](#)
- ☒ [Weindepot](#)
- ☒ [Tuks Weinladen](#)

Availability check

Start

End d

[Check](#)

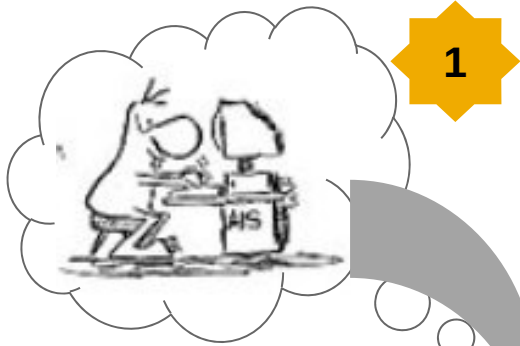
**Simple, focused UI for
occasional users**

**Complex UI for
power users**

SOA in a Nutshell: The Process (Part 1)



1



**Example: The
technical side**

The Wine Shop

logged in as hpiuser1 | Logout

Home Find Products Check Availability Reservations

Check Availability

Product List

Product ID

Product ID	Description

Availability check

Start date

End date

The Wine Shop 2007

2

Store List

- ☒ [Wine World](#)
- ☒ [Der Weinladen](#)
- ☒ [Habel's Weinscheune](#)
- ☒ [The Wine Shop](#)
- ☒ [Weindepot](#)
- ☒ [Tuks Weinladen](#)

3

**XML Message:
MaterialByIDQuery**

```
...  
<MaterialID>007  
</MaterialID>  
...
```

SAP SCM

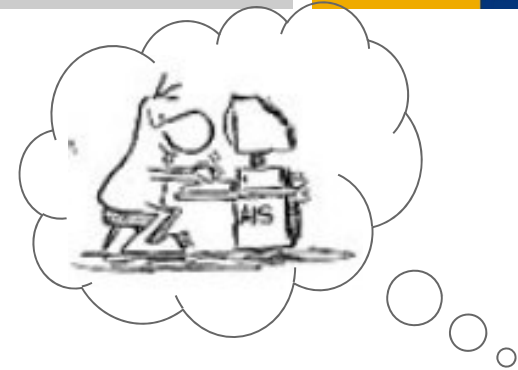
**Service in
ABAP: Find
Material
By ID:
007**

4

SOA in a Nutshell: The Process (Part 2)

Product ID: 007
Product Description:
Château SAP, 2008

8



SAP SCM



XML Message:
MaterialByIDResponse
...
<MaterialDescription>
Château SAP, 2008
</MaterialDescription>
...

6

5

**Service
in
ABAP:
007 is
Château
SAP,
2008**

The Wine Shop

Logged in as hpluser4 | Logout

[Home](#) [Find Products](#) [Check Availability](#) [Reservations](#)

Check Availability

Product List

Product ID

Product ID	Description
007	Château SAP, 2008

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- ☒ [Habel's Weinscheune](#)
- ☒ [The Wine Shop](#)
- ☒ [Weindepot](#)
- ☒ [Tuks Weinladen](#)

Availability check

Start date

End date

7

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Translation @ SAP: An Integral Part of Globalization



Globalization

Internationalization



Technical enablement of a system to operate globally

- Multilanguage support
- Code pages / Unicode
- Time zones
- Multiple currencies
- Calendars

Localization



Business solutions are not viable without localization of content

- Local best business practices
- Legal requirements and statutory reporting

Over 50 country versions supported

Translation



Speak the language of the locals: support users by removing language barriers to system use

More than 35 languages supported

The Key Challenge for Translation: Two Source Languages



SAP Language Services

German



English



- Catalan
- Czech
- Danish
- Dutch
- Finnish
- French
- Hebrew
- Hungarian
- Italian
- Norwegian

- Polish
- Portuguese
- Romanian
- Russian
- Slovak
- Slovenian
- Spanish
- Swedish
- Turkish

- Arabic
- Bulgarian
- Croatian
- Simplified Chinese
- Traditional Chinese
- Farsi

- Greek
- Japanese
- Korean
- Thai
- Ukrainian
- ...

Translation by SLS-certified translation partners

One System – Multiple Languages/Countries: Example for Large Enterprise



Planungsrezept anlegen : Rezept

Rezeptgruppe 1 ☐ Löschvormerkung
Rezept 1 ☒
Werk ☒

Rezeptkopf Vorgänge Materialien Verwa

German

Create Master Recipe: Recipe

Recipe Group 1 ☐ Deletion Flag
Recipe 1 ☒
Plant ☒

Recipe header Operations Materials

English

Creare ricetta di base: ricetta

Gruppo ricette 1 ☐ Flag di canc.
Ricetta 1 ☒
Divisione ☒

Testata ricetta Operazioni Materiali

Italian

マスタレシピの登録: レシピ

レシピグループ 1 ☐ 削除フラグ
レシピ 1 ☒
プラント ☒

レシピヘッダ 作業 品目 管理データ

Japanese

创建 主配方: 配方

配方组 1 ☐ 删除标记
配方 1 ☒
工厂 ☒

配方抬头 工序 物料 管理数据

Chinese

إنشاء الوصفة الرئيسية:

جموعة الوصفات 1 ☐ إشارة الحذف
وصفة 1 ☒
مصنع ☒

رأس الوصفة عمليات مواد بيانات إد

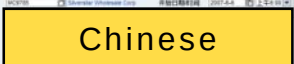
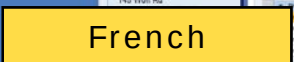
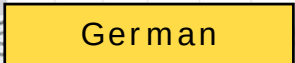
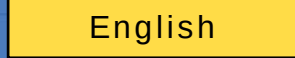
Arabic

Технологическая рецептура Созда

Группа рецептов 1 ☐ Метка удаления
Рецептура 1 ☒
Завод ☒

Заголовок рецептуры Операции Материалы

Russian



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SAP Language Services: SAP's Translation Organization



Our Challenges

- Dual-source approach
- Distributed authoring
- Mixed technologies (ABAP, Java, XML, ...)

Our Strategy

- Strong central & integrated organization
- Heavy usage of language technology
- Strong technology & services partnerships

Vice President's Office

Engineering: Consulting and harmonization of processes, technologies and services

Account Management

- Contact for development
- Production management
- Technical infrastructure

Project Management

- Central project management (incl. reporting, evaluation)
- All products, all languages

CoEs for Language

- Quality processes & assurance
- Language & terminology support
- Partner training
- Translation

Business Partner Management

- Management of external resources
- Controlling processes
- Advice on outsourcing

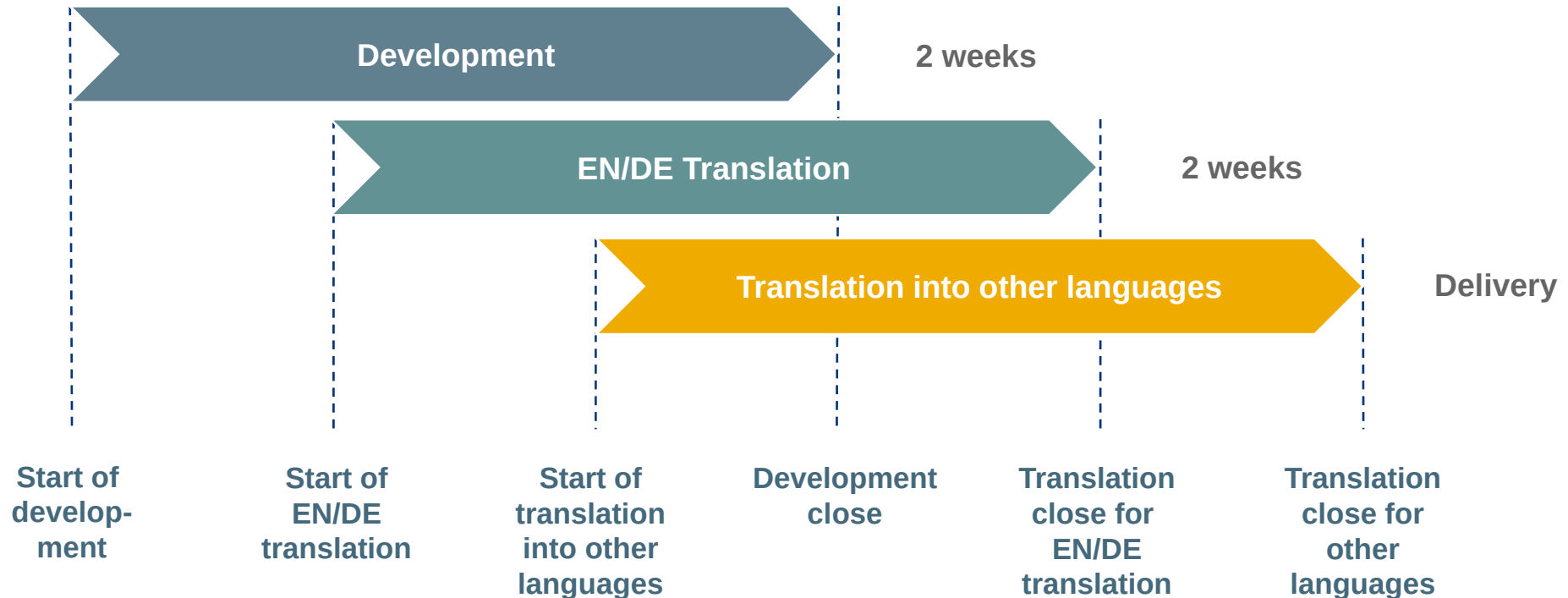
Language Technology: System setup, technical/tool support and operations

The Standard Software Translation Process



General principles:

- German and English are development languages.
- The English and the German software versions are shipped simultaneously.
- The software is translated in parallel to development.
- English and German are the source languages for all other languages.



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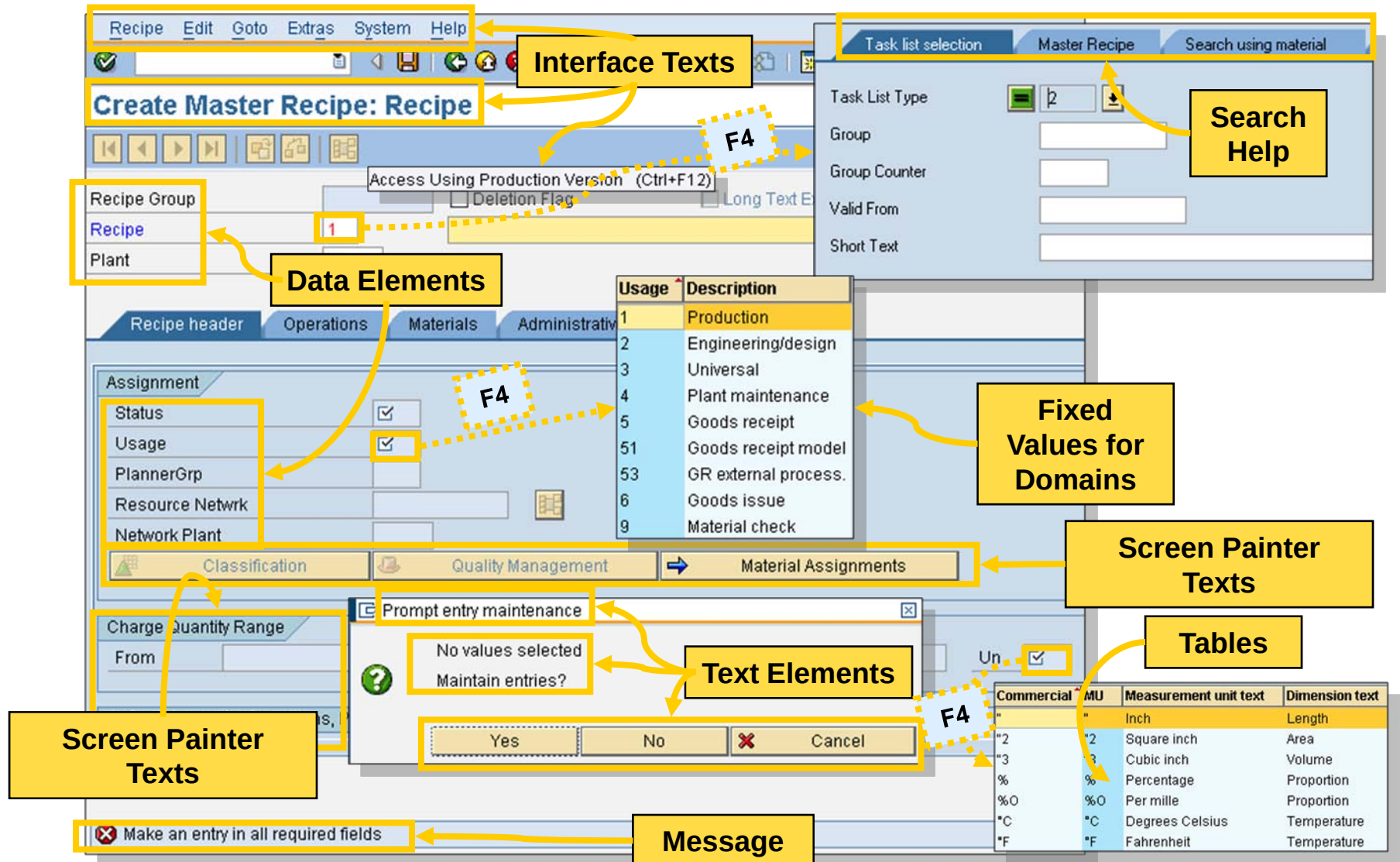
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User Interfaces Comprise Different Objects



Interface Texts

Create Master Recipe: Recipe

Data Elements

Fixed Values for Domains

Screen Painter Texts

Tables

Text Elements

Message

Search Help

Usage

Usage	Description
1	Production
2	Engineering/design
3	Universal
4	Plant maintenance
5	Goods receipt
51	Goods receipt model
53	GR external process.
6	Goods issue
9	Material check

Screen Painter Texts

Tables

Commercial	MU	Measurement unit text	Dimension text
"	"	Inch	Length
"2	"2	Square inch	Area
"3	"3	Cubic inch	Volume
%	%	Percentage	Proportion
%O	%O	Per mille	Proportion
*C	*C	Degrees Celsius	Temperature
*F	*F	Fahrenheit	Temperature

Message

Make an entry in all required fields

Translating SAP Software: The Worklist



“Collection”:
Used to group
texts belonging
to a particular
area of
development

**Texts for
translation
grouped
according to
text type and
function on the
user interface**

**Technical name
of object and
number of lines
for translation**

Status of texts for translation:
red = new text
yellow = modified text
green = translated

Worklist: Object List For EDLER From deDE To enU

Worklist for EDLER (383 objects found)

Object	Lines	New	Modified	Translated	Object ID
Summary					
4633	563	14	4056		
Object List					
<ACGR> Roles	438			438	
<BEZD> Foreign Key Relationships	12			12	
<CA1> Interface Texts (FUGR)	232	25		207	
<CA4> Interface Texts (PROG)	316			316	
<CAD1> Developer Interface Docu (FUGR)	110			110	
<CAD4> Developer Interface Docu (PROG)	142			142	
<CL> Classes	72			72	
<CLAS> Classes	1598	30		1568	
<CO> Class Methods	11			11	
<DE> Data Elements	55	55			
<DEVC> Packages	1			1	
<DOMA> Domains	10	10			
<DTEL> Data Elements	50	41	2	7	
Object Details					
JKSDISSUEDATEMAN / JSDI_PDEX	5	5			000017
JKSDQUANTITY_RC_INIT / JSDI_PDEX	5	5			000017
JKSDQUANTITY_RC_PROCESSED / JSDI_PDEX	5	5			000017
JKSDSFAPPLICATION / JSDI_PDEX	5	1		4	000017
JKSDSTOCKNEG / JSDI_PDEX	5	5			000017
JKSDSTOCKPILE_COMPI / JSDI_PDEX	5	5			000017
JKSDSTOCKUSAGE / JSDI_PDEX	5	5			000017
JXEVENTVIEW / JSDI_PDEX	5	2		3	000017
ACTIVE_VIEW / JSDI_PDEX	5	5		2	000017
Object Summary					
<ENQU> Lock Objects	10			10	
<HY> IMG Documentation	177	177			
<IF> Interfaces	83	16		67	
<INDX> Indexes	10			10	
<INTF> Class Interfaces	96	15		81	

C4T (1) 000 usai2c4t OVR

Translating SAP Software: User Interface Texts



Text type,
translation
direction,
technical
name of object

Source text

Proposal pool
entry (i.e. the
existing
translation)

Target text, i.e.
the translation
line

RPT4 (ME) From deDE To enUS: RJP_MARA_SEGMENT_COPY

(No comment exists for object)

Text type	Source text	Proposal pool entry (i.e. the existing translation)	Target text, i.e. the translation line	Status of the proposal used as the translation of this text	Translation status of object, and counter indicating the occurrence of this text
[SELECT P_WKORG 00010]	von Verkaufsorganisation	From Sales Organization		OS OS (30)	
[SELECT P_VTWEG 00011]	von Vertriebsweg	From Distribution Channel		OS OS (30)	
[SELECT P_WERK 00012]	von Werk	From Plant		AS AS (30)	
[SELECT S_ISSUE 00013]	Medienausgabe Media Issue Media Issue			OS OS (30)	
[SELECT S_MATNR 00014]	Material			AA AA (30)	
[SELECT S_PROD 00015]	Medienprodukt Media Product Media Product			AA AA (30)	
[SELECT S_PROD2 00016]	Medienprodukt Media Product			AA AA (30)	

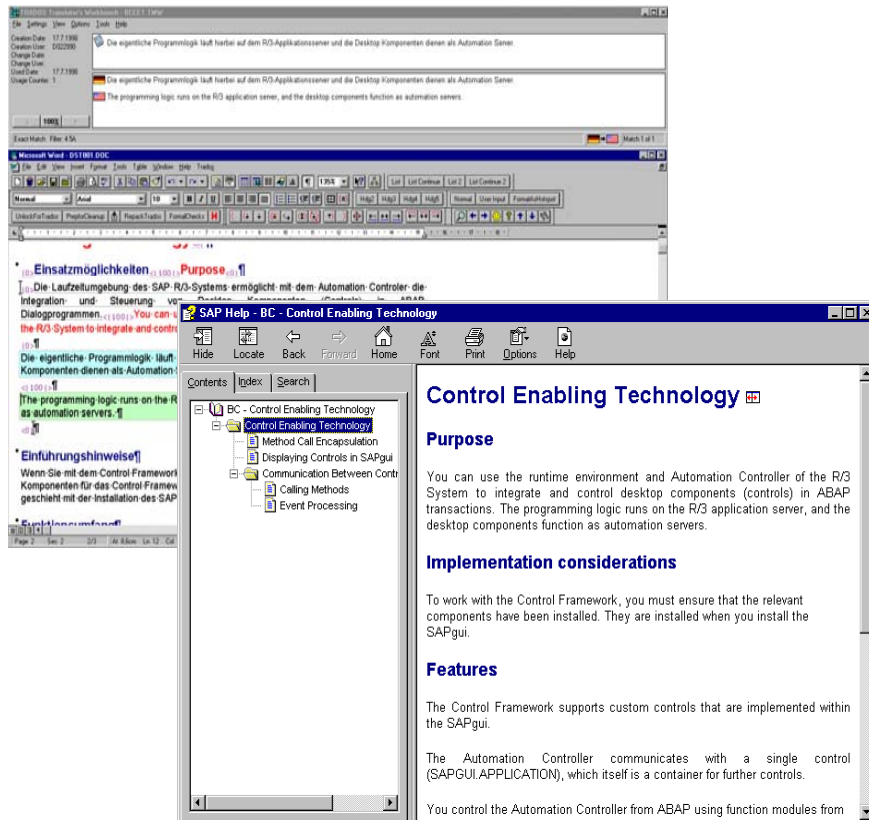
C4T (1) 000 usal2c4t OVR

Translating SAP Documentation: Content Management System and SDL Trados



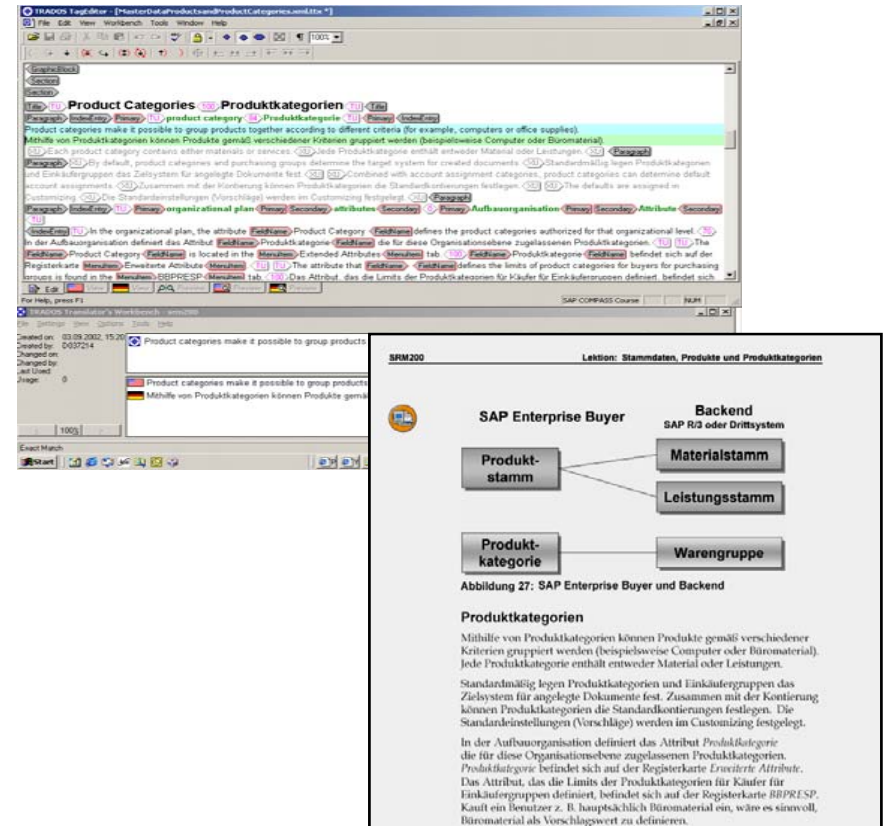
Translation environment of SAP Knowledge Warehouse (KW)

- Offline environment (Translation package)
- Used for end user documentation (SAP Library <http://help.sap.com>)



SDL Trados

- TM Server installation for all translators
- Translator's Workbench and TagEditor
- MultiTerm



Vendor life cycle

Vendor identification

- Test translation
- Tool/process training at agency premises
- Incremental schedule for new translation partners

Vendor access/support

- Authorization concept / user profiles
- Power user concept

Continuous quality

- Audits at agency premises
- Certification Program

Translation project

Preparation

- Use of translation memories (proposal pool)
- Terminology project
- Top Texts project

Translation

- Quality flagging of proposals
- Automatic distribution of existing translations
- Continuous terminology work

Wrap-up

- Quality Evaluation Tool for Translation (QETT)
- Project-based Evaluation of Partners (PEP)

Agenda



1. SAP: The Company

- 1.1. SAP Today
- 1.2. A Look at SAP's History
- 1.3. SAP's Product Portfolio
- 1.4. The Technological Future: Service-Oriented Architecture

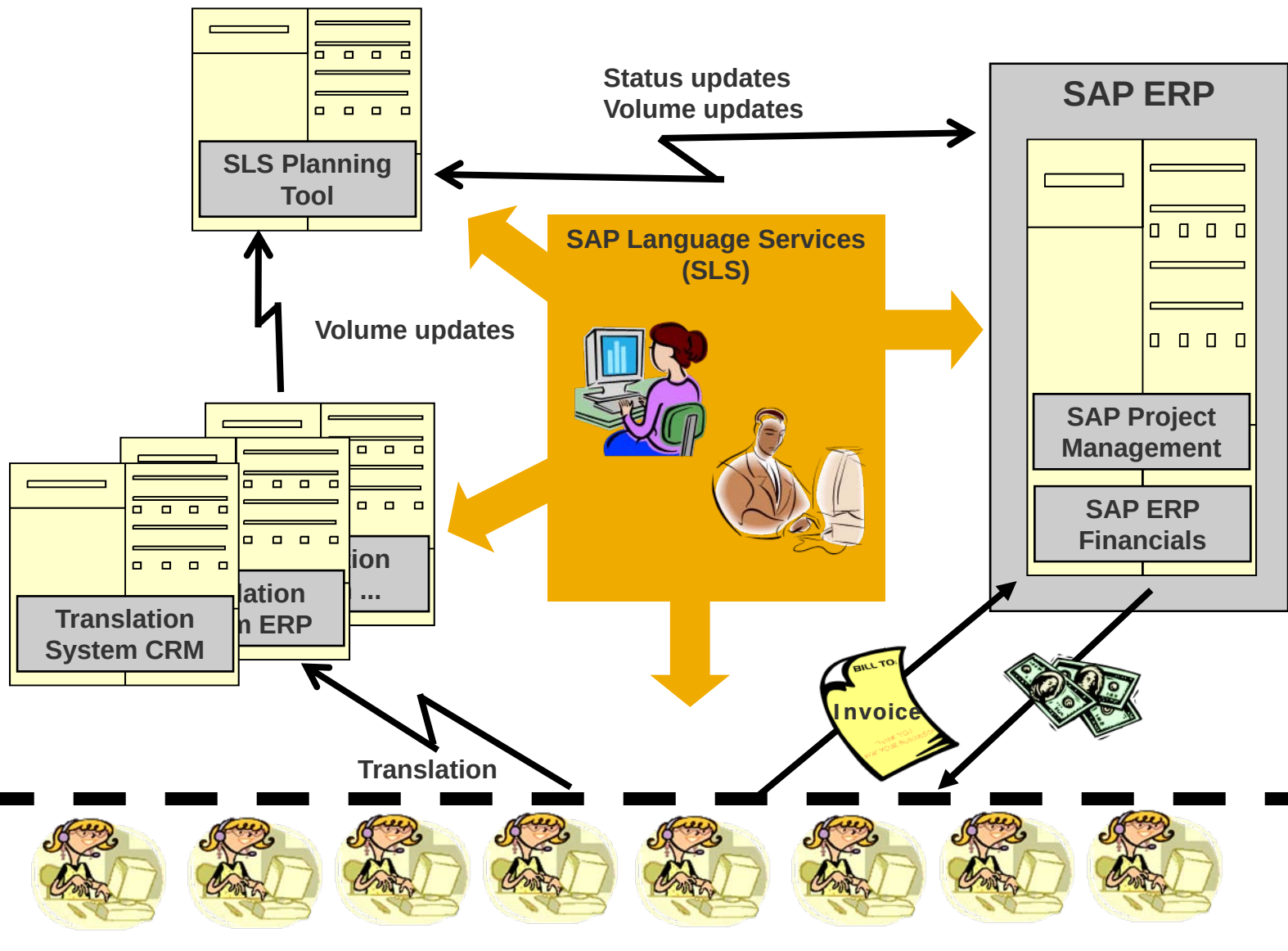
2. Translation at SAP

- 2.1. Introduction: Globalization at SAP
- 2.2. SAP Language Services: The Central Translation Hub
- 2.3. Translation Scope, Tools and Quality Assurance
- 2.4. SAP's Translation Partners**

3. SAPterm Overview

4. Hands On: Translating SAP Documentation

SAP Works with Translation Agencies



SAP
Translation
Agencies

SAP Certifies Translation Agencies



Certification Criteria

- Long-standing relationship with SLS:
 - Vendor has established reliability through proven quality translation services
- Adherence to SLS standards
 - Only vendors with satisfactory audit results are eligible for certification.
- Satisfactory performance
 - Continuous measurement of quality of translation through project evaluations

List of SAP-Certified Translation Partners

<http://www.sap.com/ecosystem/partners/partnerswithsap/support/translation.epx>

SAP SUPPORT PARTNERS
CERTIFIED TRANSLATION VENDORS

Translation vendors are certified through the translation partner certification program of SAP Language Services (SLS). The certification program, developed by SLS Business Partner Management, offers SAP partners and customers a resource for their translation requirements resulting from implementation and application of SAP software.

Certification Criteria
Vendors certified through this program have proven their compliance with all three certification conditions:

- Long-standing relationship with SLS – Each certified vendor has established reliability through proven quality translation services for SAP Language Services.
- Adherence to SLS standards – To evaluate adherence to procedures and processes, SLS Business Partner Management has developed a strict auditing process. Only vendors with satisfactory audit results are eligible for certification.
- Satisfactory performance – Quality of SLS translation is continuously measured through project evaluations.

Scope of Certification
Certified translation vendors have received certification for the language combination they deliver to SAP. Certification is valid for 24 months. Eligibility for recertification is evaluated after that time period. For vendors with international offices, certification is country-specific. Certification applies only to translation and/or localization services delivered by the vendor to SAP.

Please check the table below for relevant language combinations.

Certified Translation Vendor List
SLS works with more than 50 translation vendors in more than 30 countries. The certification program is an ongoing process. The following list will be updated continually to indicate the most current certified translation vendors. Please check this page regularly for updates.

Country	Vendor	Language Combination	Certification Expiry Date
Czech Republic	Prolog	English/German to Czech	May 2010
Egypt	Arabica	English to Arabic	January 2009
Finland	AAC Global Oy	English/German to Finnish	April 2010
Finland	Lindorfer Finland	English/German to Finnish	November 2008
France	Sistat France	English/German to French	May 2010
France	Tachard	English/German to French	May 2009
France	Tetralux	English/German to French	Recertification pending
France	SLS Partner of the Year 2005	English/German to French	Recertification pending
Germany	Elo	English to German	April 2010
Germany	Evoit Sprachservice und Informationsmanagement	English to German	April 2010
Germany	Lektor	German to English	April 2010
Germany	SLS Partner of the Year 2004	German to English	April 2010
Germany	Lindorfer & Tietz	English/German to French	July 2010
Germany	Text & Trans	English to German	April 2010
Hungary	Nagyföldi	English/German to Hungarian	Recertification pending
Italy	Intercoms	English/German to Italian	August 2009
Italy/Germany	VirtuOffice	German to Italian	February 2010
Japan	Kawamura International	English to Japanese	May 2010
Netherlands	Overlaid	English/German to Dutch	January 2009
Norway	BKS Norge	English/German to Norwegian	October 2008
Portugal	Lindorfer Portugal	English/German to Portuguese	June 2009
Portugal	Tetralux	English/German to Portuguese	June 2010
Portugal	SLS Partner of the Year 2006	English/German to Portuguese	June 2010
Romania	GEL	English to Romanian	February 2009
Serbia	ProveoBalt	English/German to Serbian	April 2009
Slovenia	CERPOST	English/German to Slovenian	July 2010
Spain	Lindorfer	English/German to Spanish	October 2008
Spain	Sistat	English/German to Spanish	May 2010
Spain	Tetralux	English/German to Spanish/Catalan	October 2008
Sweden	AAC Global AB	English/German to Swedish	Recertification pending
Sweden	STAR Sweden	English/German to Swedish	Recertification pending
Turkey	Lektor	German to Turkish	October 2009
Turkey	SLS Partner of the Year 2003	German to Turkish	October 2009

For more information, please contact [Gerdien Meesters](#), Business Partner Management, SAP Language Services.

Want to learn more? [Contact SAP](#) for more information.

[Close](#) [+ Close](#)

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Agenda



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Terminology in SAPterm: Basis for High Quality Translation



The screenshot displays the SAPterm software interface, which is used for managing terminology. It consists of several overlapping windows:

- Maintain Terminology: Initial Screen:** This window is the starting point for creating or maintaining terminology. It includes a search bar, a 'Find' button, and a 'Selection Options' button. The search criteria are set to 'Source Language: E English' and 'Target Language: D German'. The search term is 'Opportunity'.
- Terminology Database: 153 Hits Found (P1M):** This window shows a list of search results. The table has columns for 'Stat', 'Entry', and 'Component'. The results include various entries related to 'Opportunity' and 'Geschäftsaktion'.
- Maintain Entry:** This window allows for the detailed management of a specific entry. It includes a tree view on the left showing the hierarchy of the entry, a 'Terminology Entry' section with fields for 'Canonical Form', 'Language', and 'Comment', and a 'KW Context' section with fields for 'First Basis Release', 'First Enhancement Release', 'Invalid as of Basis Rel.', 'Invalid as of Release', 'Country', and 'Enhancement'.
- Glossary Entry for "opportunity":** This window provides a detailed view of the entry, including its 'Index Subentry Of' and a list of 'Index Subentry Of' items. It also includes a 'Glossary Entry' section with a description of the term in both English and German.

A central repository for defining and standardizing the use of specialist terms with two simultaneous roles:

- Monolingual reference
- Multilingual translation support

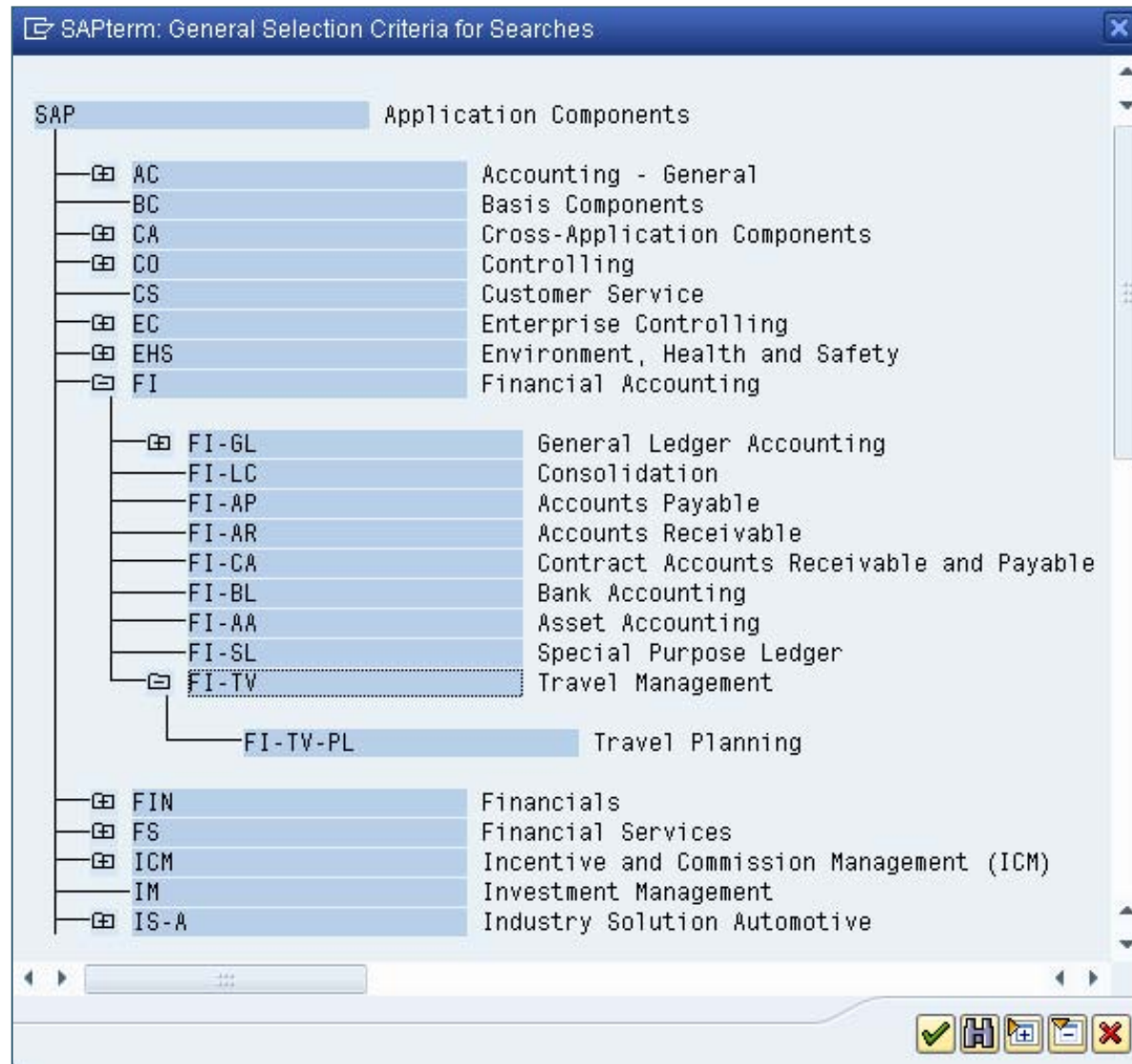
SAP Terms:

What Is a Valid Term in SAPterm



Terms...	Example
Created by SAP and unique to an SAP product	<i>company code, SAP List Viewer</i>
Used by SAP with a non-standard meaning	<i>client</i> (as used in the IT branch, rather than in law)
From a specialist field to which an SAP product applies	<i>bill of exchange</i> (financial accounting) <i>regrade</i> (oil industry)
Created by another company and needed for integration with SAP products	<i>Microsoft NT LAN Manager</i> (Basis/Security) <i>Oracle Enterprise Manager</i> (Basis/DB Mgmt.)
That are trademarks or registered names	<i>Microsoft Excel</i> (may not be translated)
With additional information that requires standardization	Such as invalid synonyms or abbreviations
With a translation in one of the follow-on languages that requires standardization	Translators report these, or create the original language term themselves.

SAP's Concept System: Component Hierarchy



Personalizing the Work Environment: User Settings

Maintain User Settings for MEISL

Display ☐ Monolingual ☒ Multilingual	Categories ☒ Terminology Entries ☒ Index Entries
Source Language (Default) English	Further Entries ☒ Abbreviations ☒ Valid Synonyms ☒ Invalid Synonyms ☒ Superordinate Terms ☒ Invalid Spellings ☐ Index Subentries
Target Language (Default) D German	Environment ☒ Administration Info ☒ KW Context ☒ Grammar ☒ Long Texts
Additional Languages German DE English EN French FR Portuguese PT Spanish ES	Status Indicator ☒ As Icon ☐ As Text ☒ Always Display Status
KW Context (Default) First Valid Release Enhancement First Enhancement Release	Detailed Display ☒ Collapsed ☐ Expanded
	General Settings ☒ Subscribe to New Terminology List

✓ ↻ ⏮ ⏭ ⏭ ⏮ ✖

Finding What you Need: The Search Screen

Selections Edit Goto System Help

SAPterm: General Selection Criteria for Searches

Exact Search
Wildcards in search term: Use + for one character, or * for several characters

General Search Criteria

Source Language	EN	Swap
Target Language	DE	
Term	*	

Global Attributes

Application Component	F1-TV	
Entry Class		
Glossary Entry		
☐ Main Component Only		
☒ Terminology Entries		
☐ Index Entries		

Entry Type

☒ Main Entries	
☒ Abbreviations	
☒ Valid Synonyms	
☒ Invalid Synonyms	
☒ Superordinate Terms	
☒ Invalid Spellings	

Context

First Release		to	
Invalid as of Release		to	
Country			
Enhancement			
Enhancement Release		to	

Administration Information

Status		
Created By		
Created On		to 23.10.2009
Last Changed By		
Changed On		to 23.10.2009

Environment

Long Text Type	
Object Type of the Link	

Grammatical Attributes

Part of Speech	
Gender	

Found It: The Hit List of Search Results

Edit
Goto
Settings
System
Help

Terminology Database: 1143 Hits Found (C5X)

Entry
Glossary Entry
Without Status

C1	Stat	Entry	Compor
		2 pm rule 14-Uhr-Regel	FI-TV
		5/4 rounding Invalid Synonym Of: arithmetic rounding kaufmännisch runden	FI
		a/c Abbreviation Of: air conditioning Klimaanlage	FI-TV
		abroad terms Invalid Synonym Of: terms for trips abroad Auslandspreise	FI-TV
		abs. Abbreviation Of: absence Abwesenheit	PT
		absence Abwesenheit	PT
		access group Zugangsgruppierung	FI-TV
		accommodation receipt Übernachtungsbeleg	FI-TV
		accommodations Unterkunft	FI-TV

Display
Edit
System
Help

Terminology Concept 1 of 1143

Display
Edit
System
Help

Terminology Concept 9 of 1143

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Filtering the Results Further

The Alternate Mouse Menu



Continue	Enter
Help	F1
Display Term Concept	F2
Back	F3
Possible Entries	F4
Maintain Entry	F6
Maintain Glossary Entry	F8
Cancel	F12
Sort in Ascending Order	Shift+F1
Sort in Descending Order	Shift+F2
Exit	Shift+F3
Where-Used List	Shift+F4
Legend	Shift+F5
Remove Entry from List	Shift+F9
Toggle variants	Shift+F11
Monolingual List	Ctrl+F1
Without Status	Ctrl+F4
Status Display: Icon <-> Text	Ctrl+F7
Place Entries in Transport Request	Ctrl+F9
Display All Entries	Ctrl+F10
Display Translated Entries Only	Ctrl+F11
Display Non-Translated Entries Only	Ctrl+F12
Release All Entries	Ctrl+Shift+F1
Revoke Release for All Entries	Ctrl+Shift+F2
Display only status 3 in target lang.	Ctrl+Shift+F4
Display only status 1&2 in target lang.	Ctrl+Shift+F5
Internal key of SI group	Ctrl+Shift+F7

Specifying SAPterm Content: The Term Maintenance Screen



Program Edit Goto Administration System Help

Maintain Entry

Translation Link to Source Glossary Entry Additional KW Context... Compare with Proposal Pool

Application Component FI-TV Travel Management

Other Components

Usage Note

Entry Class ☒ Standard Entry ☐ Internal Entry ☐ Proper Name

Translation

Terminology Entry 14-Uhr-Regel

Original Language DE German

Target Term 2 pm rule

Target Language EN English

Attribute Abbreviations Allowed Synonyms Invalid Synonyms Superordina...

Part of Speech

☒ Noun ☐ Verb ☐ Adjective ☐ Adverb

KW Context

First Basis Release BOA First Enhancement Release

Invalid as of Basis Rel. Invalid as of Release

Country

Enhancement

Providing the Meaning of a Term: The Glossary Definition

 	2 pm rule  14-Uhr-Regel	FI-TV	
---	---	-------	---

Glossary Entry for "2 pm rule"

"2 pm rule"

Travel Management (FI-TV)

An accounting rule according to German employment tax law.

For an international trip lasting several days, the meals per diem for the day of the return trip from the location abroad depends on the location abroad and the time of border crossing for the return.

If the border is crossed before 2-pm, the return trip day is valued with the relevant domestic per diem.

Otherwise, the employee receives the country per diem for the border location abroad.

"14-Uhr-Regel"

Reisemanagement (FI-TV)

Abrechnungsregel nach deutschem Lohnsteuerrecht.

2 pm rule (FI-TV)

Travel Management (FI-TV)

An accounting rule according to German employment tax law.

For an international trip lasting several days, the meals per diem for the day of the return trip from the location abroad depends on the location abroad and the time of border crossing for the return.

If the border is crossed before 2-pm, the return trip day is valued with the relevant domestic per diem.

Otherwise, the employee receives the country per diem for the border location abroad.

Translation Edit Goto Extras Utilities(M) System Help

GLS (A) From DE To EN: 3526C19FAFAB52B9E1000009B38F9743526BEB0BDB126F

Fullscreen Editor

>1 KY3526BE080B126F1E000080009927D9B 14-Uhr-Regel

>1 U3Reisemanagement (FI-TV)

AS Abrechnungsregel nach deutschem Lohnsteuerrecht.

AS Bei einer mehrtägigen Auslandsreise, richtet sich die Verpflegungspauschale für den Tag der Rückreise nach dem ausländischen Grenzzort und der Uhrzeit des Grenzübertritts ins Inland.

AS Liegt der Grenzübertritt vor 14.00 Uhr, so wird der Tag der Rückreise mit der maßgeblichen Inlandspauschale bewertet.

AS Andernfalls erhält der Mitarbeiter die Länderpauschale des ausländischen Grenzzortes.

>1 KY3527E386E2EC26F2E000080009927D9B "2 pm rule"

>1 U3Travel Management (FI-TV)

AS An accounting rule according to German employment tax law.

AS For an international trip lasting several days, the meals per diem for the day of the return trip from the location abroad depends on the location abroad and the time of border crossing for the return.

AS If the border is crossed before 2-pm, the return trip day is valued with the relevant domestic per diem.

AS Otherwise, the employee receives the country per diem for the border location abroad.

LZ

Target language object has same version as source language object

SAPterm Output/Access Formats



Web access

Program Edit Goto Administration Utilities System Help

Maintain Terminology: Initial Screen

Search ignores upper/lowercase spelling, umlauts, and special characters.
Use * for wildcard searches.

General Search Criteria

Source Language: E English Swap
Target Language: D German
Term: travel management

Find Selection Options Create Maintain

SAP GUI

Microsoft Word - Terminology List

Component	Source Term (en)	Source Definition (en)	Target Term (de)	Target Definition (de)
1	FI-TV	document type	Rechnungsart	
2	FI-TV	open receipt	Rechnung	
3	FI-TV	credit card receipt	Kreditkartenabrechnung	
4	FI-TV	real company	Rechtsnachfolge	
5	FI-TV	deposit	Anzahlung	
6	FI-TV	real connection	Rechtsverbindung	
7	FI-TV	bank type	Banktyp	
8	FI-TV	real booking portal	Rechnungsportal	
9	FI-TV	documentation landscape	Dokumentationslandschaft	
10	FI-TV	branch office	Niederlassung	
11	FI-TV	hotel stay	Hotelübernachtung	
12	FI-TV	separation allowance per diem	Trennungsgeld	
13	FI-TV	hotel catalog	Hotelliste	
14	FI-TV	reservation date	Reisetermin	
15	FI-TV	preference	Präferenz	
16	FI-TV	trip chain	Kombi von Reisen	
17	FI-TV	travel agent	Reiseveranstalter	
18	FI-TV	hotel availability	Hotelverfügbarkeit	
19	FI-TV	inflight distribution	Wegstreckeneinflug	
20	FI-TV	trip segment distribution	Wegstreckeneinflug	
21	FI-TV	sales office	Vertriebsstelle	
22	FI-TV	right to use	Rechtsnachfolge	
23	FI-TV	passenger motor vehicle	Personenverkehrs- mittel	
24	FI-TV	book	Flugbuch	
25	FI-TV	home town	Heimatort	
26	FI-TV	travel map	Reiseplan	

Terminology List
Creation Date: 2009-10-23
Component: FI-TV
Language: en-de

The office or agency of a travel service provider.
The sales office has access to the Amadeus System and is identified using an office ID specified by Amadeus.

Vertriebsstelle
Rechtsnachfolge
Personenverkehrs-
mittel
Flugbuch
Heimatort
Reiseplan

Allows you to define certain flight itineraries to which an

Die Festlegung bestimmter Streckenverläufe bei Flugtickets
für die ein unternehmensspezifischer Flugplan oder -plan gilt

OLIF downloads

SAPTERM WEB ACCESS

Quick link: /sapsapterm

SAPterm Web Access Help for WebAccess

SAPterm
© Copyright 2006 SAP AG

Quellsprache: Deutsch Zielsprache: Englisch Verstecken

Komponente: Alle Komponenten

Suchbegriff: Buchungskreis

Suchen

Buchungskreis (2)

- Buchungskreis (FI, CO, FI-CA)
- Buchungskreis (MFG-LPO)

Komponente: FI (Finanzwesen)

Deutsch

Buchungskreis

Kleinste organisatorische Einheit des externen Rechnungswesens, für die eine vollständige, in sich abgeschlossene Buchhaltung abgebildet werden kann.
Dies beinhaltet die Erfassung aller buchungspflichtigen Ereignisse und die Erstellung aller Nachweise für einen gesetzlichen Einzelabschluss, wie Bilanzen sowie Gewinn- und Verlustrechnungen.

Bukrs (Abkürzung)

English

company code

The smallest organizational unit of financial accounting for which a complete self-contained set of accounts can be drawn up for purposes of external reporting.
This includes recording of all relevant transactions and generating all supporting documents required for financial statements.

FI (Abkürzung)

Cost Code (Abkürzung)

Cost # (Abkürzung)

Arabisch

رقم الشركة

Bulgarisch

Options

Babylon-Enterprise

Go

SAPterm (DE-EN without AP and SAP Business ByDesign; confidential; only for SAP internal use); Build: 18.01.2009

Buchungskreis

English: company code

Fachgebiet(e): Financial Accounting [FI] CO,FI-CA

Abkürzung(en): Bukrs

Kleinste organisatorische Einheit des externen Rechnungswesens, für die eine vollständige, in sich abgeschlossene Buchhaltung abgebildet werden kann.
Dies beinhaltet die Erfassung aller buchungspflichtigen Ereignisse und die Erstellung aller Nachweise für einen gesetzlichen Einzelabschluss, wie Bilanzen sowie Gewinn- und Verlustrechnungen.

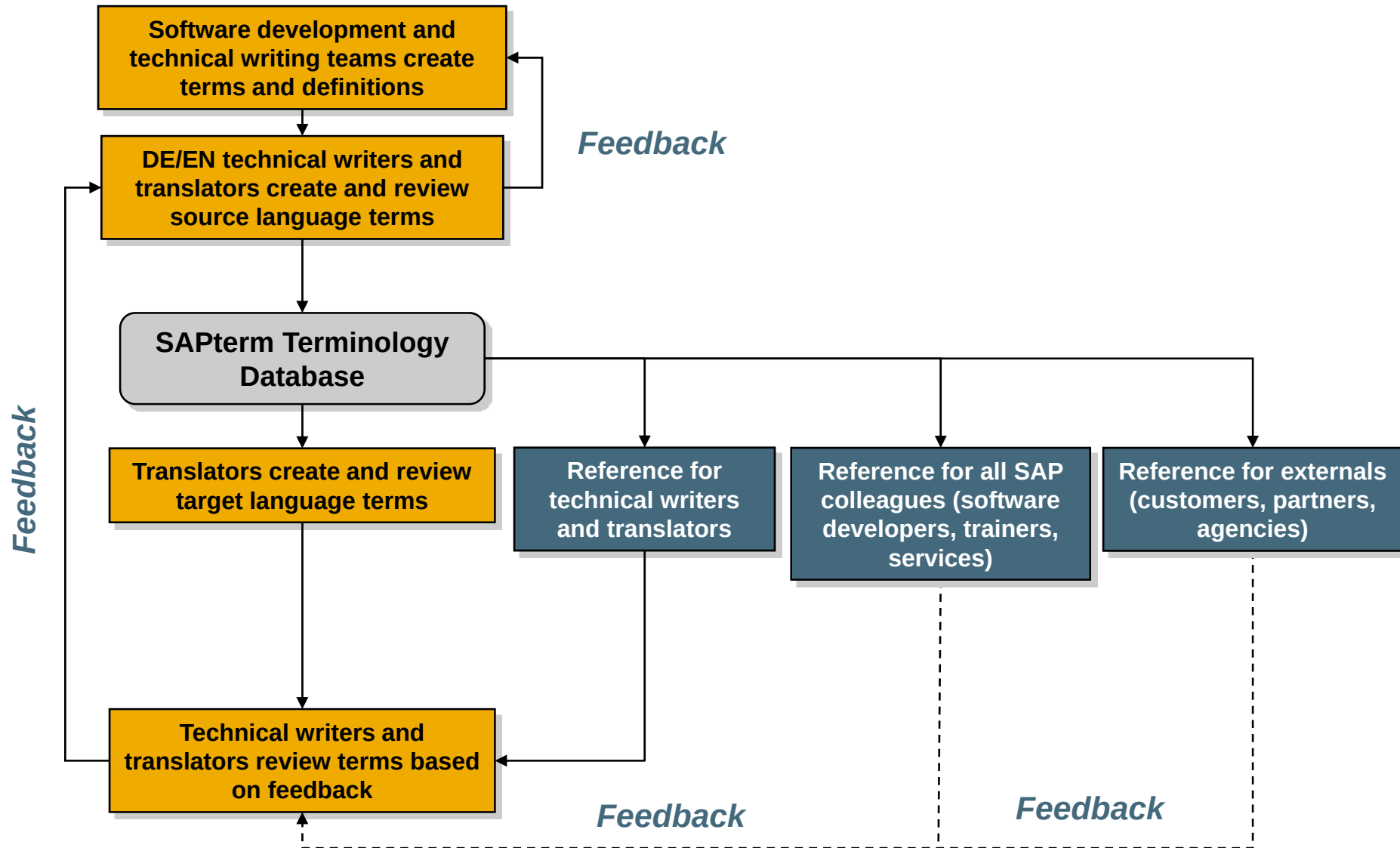
English: enterprise code

Fachgebiet(e): SAP Lean Planning and Operations (SAP LPO) [MFG-LPO]

Check spelling Get more results >>

Babylon

The SAP Process of Terminology Creation



Quality Assurance Example: Checklist: When To Release a Term



	The term is correct.
	No duplicate term exists.
	The component is correct.
	The spelling is correct.
	The source information is complete.
A term is released only when...	The source information is reliable.
	Any synonyms are correct.
	Only this term and no other is defined in the definition.
	Any necessary information is entered as a comment.
	The term is defined such that it is reusable in other areas.
	No unnecessary further components are added.
	The term is consistent with terms from related areas.



1. SAP is one of the world's leading business software companies serving over 80,000 customers in over 120 countries.
2. SAP's solution portfolio covers the requirements of companies of all sizes, both large enterprises as well as small and midsize businesses.
3. From the very beginnings of the company, the internationalization, localization and translation of its solutions have been key features.
4. SAP Language Services is the central SAP-internal service department that handles all translation work and related processes.
5. One of the key quality assurance measures for translation is SAPterm, SAP's own terminology database.



Translation Exercise, Questions & Answers

Thank You !

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- SAP Global Website
<http://www.sap.com>
 - SAP Community Network
<http://www.sdn.sap.com>
 - SAP Help Portal
<http://help.sap.com>
- SAP Library documentation for
- Translation tools
 - Translation tools for translators
http://help.sap.com/saphelp_nw70/helpdata/en/77/572451492011d1894a0000e829fbbd/frameset.htm
 - Setting up and coordinating translation
http://help.sap.com/saphelp_nw70/helpdata/en/ee/e8913618e55d40e10000009b38f839/frameset.htm
 - SAPterm (terminology environment)
http://help.sap.com/saphelp_nw70/helpdata/en/22/6e2c355c6bba41e10000009b38f839/frameset.htm
-
- List of SAP-Certified Translation Partners
<http://www.sap.com/ecosystem/partners/partnerwithsap/support/translation.epx>

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