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Technology:

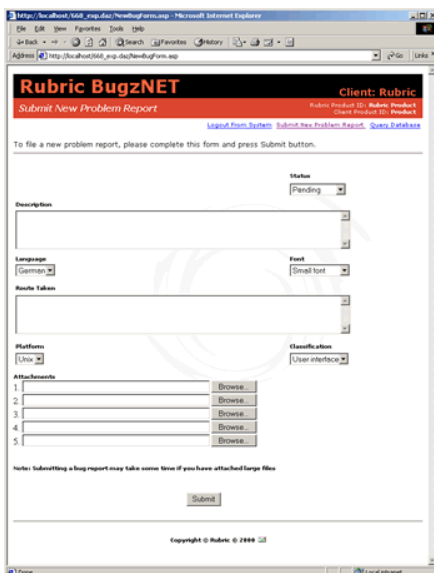
.NET 1.1 client, ASP.NET

Project size:

6 man-months

Team size:

1 developer, 1 manager



*"BugzNET is now used for
all Rubric's projects."*

Martin Green, M.D.



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Rubric

A Hybrid Web & Windows Client System For Distributed Project Tracking

The Client

Rubric Ltd is a fast-growing UK company specialising in the translation of computer manuals and programs into foreign languages using in-house tools. This process of software localisation is complicated by the dispersed nature of the teams working on the projects. Rubric has a wide client base comprising some of the biggest names in PC software and hardware, and differentiates itself from its competitors by striving to boost productivity through technical innovation - such as designing and developing in-house tools that make translation easier and enhance quality.

The Challenge

Software localisation is an increasingly complex process, involving the translation of English words and phrases that are frequently embedded in the code of the program. Due to the dispersed nature of the teams working on localisation projects, mistakes are relatively easy to make, and a systematic approach is required for testing, reporting and resolving such mistakes.

Rubric asked Blueberry to design a system for distributed problem tracking that allowed all its team members to participate in the process of problem reporting and resolution.

The Solution

Blueberry realised that the key problem was the speed of the translators' communication links. Rubric uses a large number of freelance translators, and maintaining good relationships with these translators is very important. Many of them are working from home in different countries across Europe, often using slow modem connections. A system that required the translators to spend large periods of time on-line would almost certainly cause them serious problems.

Blueberry reviewed existing problem tracking solutions, and observed that the currently-popular, purely web-based systems would not work well for Rubric because of the translators' slow connections. The solution was to design a system that distributed problem reports to team members automatically via e-mail.

As clients and translators sometimes need alternative access to the system, the final design also included a web site that continually reflected the current state of the system.

The result - BugzNET - has now been deployed on Rubric's servers and is used for all Rubric's projects.