H. Case Study – Samsung SDS Brity RPA Manuals

Challenge

During the development of the Brity Robotic Process Automation (RPA) product in Samsung SDS, the client needed to simultaneously develop product manuals in both Korean and English languages within two months. The client also requested improvement of the UI quality.

Hansem Global's Solution

Hansem proposed to form a dedicated team of technical writers to analyze the document content and re-design the content architecture. The team also opened communication channels to collaborate with the client for Authoring and UI improvement work.

- Deployment of a dedicated team of TW and UX designers for Brity RPA
- Worked in parallel with developers
- Created a dedicated communication channel
- UI and UX design and improvement
- Developed English/Korean manuals simultanesouly

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Result

Within the two-month deadline, Hansem successfully delivered three types of manuals (user, installation, and administrator) in two language versions (English and Korean) totaling 2,000 pages along with the product. Hansem also improved the UI quality and terminology, resulting in a user-friendly interface. The client was satisfied with the outcome, and Hansem continues to work as their dedicated vendor for continuous manual development.

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Global Language & Localization Services