

Challenge



Samsung required their product user manuals to comply with country-specific regulatory requirements, Hansem Global was tasked with accurately implementing these guidelines for each language. Failure to adhere to these requirements could result in incorrect information showing up in product manuals, potentially putting both Samsung and customers at risk.

Hansem Global's Solution



• Developing Country Specific Regulatory Guidelines

Hansem Global carefully analyzed each country's regulations and created country-specific guidelines for our team members. This approach ensured that all the team members understood each country's unique regulations and guidelines and allowed them to apply the guidelines into the manuals correctly.

We also actively monitored the changes in regulations and released the updates promptly to ensure the client's manuals remained in compliance with the latest requirements, thus minimizing the risk of errors and ensuring customer safety.

• Deploying Automation Tools

To enhance accuracy and efficiency, we automated certain manual editing and QA tasks using specialized tools. This approach allowed us to minimize human error and allowed our team to focus on the more complex and creative tasks.

Result

100% Compliance



Hansem Global developed various resources to ensure Samsung's product manuals complied with country-specific regulations and guidelines. Our localization development and QA teams maintained up-to-date regulatory documentation, allowing swift modifications when regulations changed. Automation tools improved efficiency and reduced errors, enabling us to create manuals in over 50 languages with consistent quality and accuracy.