

The STAR logo is positioned at the top center of the page. It consists of the word "STAR" in a white, sans-serif font, with a stylized triangle above the letter 'A'. The logo is set against a dark red rectangular background.

The STAR CLM Platform

Branch solutions for your
Corporate Language Management

The words "white paper" are written in a large, bold, white sans-serif font with a blue drop shadow. The text is slanted upwards from left to right. The background of the text area is a collage of business-related images: a world map, a wristwatch, a stack of papers, and a grid of data points.

STAR Group – Your single-source partner for corporate product communication

Table of contents

1.	The STAR CLM Platform	2
2.	STAR CLM portals	3
2.1.	Customer Portal	3
2.2.	Project Management Portal	3
2.3.	Supplier Portal for internal and external suppliers	3
3.	STAR James workflow component	3
4.	Capacity management, order data management and archiving	4
4.1.	KMAT capacity management	4
4.2.	ADB order database	4
4.3.	DDHM web-based archiving	4
5.	Language Technologies	4
5.1.	Translation Memory System Transit NXT with TermStar NXT	4
5.2.	WebCheck Online Proofreading	6
5.3.	WebTerm Online Terminology Management	7
5.4.	MindReader Author Support	7
6.	Integration into Existing IT Landscape	7
6.1.	CLM platform	7
6.2.	Transit NXT	8
7.	System Requirements	8
7.1.	Hardware	8
7.2.	Operating System and System Environment	8
7.3.	Databases	10
8.	Interfaces	10
8.1.	Supported Data Formats for Translation Projects	10
8.2.	Projects and translation memory	10
8.3.	Terminology	10

Version 2.9, valid as of 02/2014

1. The STAR CLM Platform

The STAR CLM platform is a standard solution for all automated, web-based language process management needs. The platform allows maximum rationalization of repetitive processes, data handling and quality assurance routines for effective enterprise-wide management of a wide variety of information and documentation.

STAR CLM combines client-server technology with web-based portals as a basis for optimal networking and maximum consistency through a centrally managed database, in accordance with the single source principle.

The STAR CLM platform offers the security of a standard solution while providing maximum flexibility at various levels: The STAR James component manages and links standard modules and services through automated, customer-specific workflows. The platform supports an unlimited number of parallel workflows. This allows an optimal workflow for each task and avoids the use of a single, complex, variant-heavy standard workflow for all processes.

To do this, STAR CLM uses the built-in language technologies of Transit NXT, TermStar NXT, WebCheck and WebTerm. This ensures maximum leveraging of existing translations and optimum compliance with corporate language guidelines.

Modules for optimal resource and budget planning (KMAT, ADB) and web-based archiving (DDHM) support additional corporate language management requirements.

For author support, STAR MindReader can access previously translated data as well as standard corporate language.

Other individual, requirements-specific modules can be implemented if necessary. The CLM platform thus supports an unlimited number of scenarios, including exceptions (e.g., manual handling of processes, offline operation or alternative communication channels), guaranteeing its ability to meet future needs.

2. STAR CLM portals

Process participants control STAR CLM via browser-based portals. STAR CLM provides different portals for customers, project managers and suppliers:

2.1. Customer Portal

Customers can place orders via the Customer Portal. To do so, they enter the order information along with any additional supporting data for translation, proofreading or workflow-specific processes directly on the portal. The portal can also be used to schedule future orders.

The Customer Portal gives the customer an overview of its scheduled, ongoing and completed orders.

2.2. Project Management Portal

Project managers can manage master data (e.g., suppliers, customers, languages, subject areas, quality ratings, job types, etc.) via the Project Management portal. This portal provides an overview of current and archived projects. Supplier selection is supported through resource profiles and capacity management (optional).

2.3. Supplier Portal for internal and external suppliers

The Supplier Portal lets you view all the necessary information for individual projects (e.g., volume, deadline, languages, availability, invoicing, etc.).

3. STAR James workflow component

The core elements of STAR CLM are the configurable modules and services of the STAR James workflow component:

- ▲ CLM Postman: CLM Postman performs automated data handling tasks, carrying the data step-by-step through the workflow.
- ▲ JobTicket: JobTicket contains all the information for a particular job. It accompanies the job from creation to archiving and logs each step in the process.
- ▲ Services: Services are core modules and programs that communicate with each other via a set workflow format. Customer-specific services are selected, adapted or developed to meet individual needs.
- ▲ Process database: The Process Database stores the current status of all projects and processes.
- ▲ Error Handler: The Error Handler reacts to problems as they occur, repeating any failed steps in the process or triggering a predefined troubleshooting sequence within the workflow.
- ▲ Deadline Controller: The Deadline Controller monitors time limits for all current process steps, intervening whenever necessary to correct any problems.

4. Capacity management, order data management and archiving

The CLM platform contains built-in standard modules that can be adapted to customer- or workflow-specific requirements:

4.1. KMAT capacity management

The KMAT capacity management module lets you use and plan your resources optimally. The module tracks performance for individual suppliers as well as capacity utilization and deadlines for current and future projects.

4.2. ADB order database

The ADB order database supports optimal budget planning with budget tracking, individual budget management, order-specific cost tracking, supplier invoicing, annual budget reports and ERP interface (e.g., to SAP). The workflow-supported order database also stores all relevant order data for comprehensive cost management.

It is highly configurable to allow even complex, customer-specific analyses.

4.3. DDHM web-based archiving

The DDHM module allows web-based archiving of documents for later retrieval through full text search of meta and reference data. The module manages the data using a 4-axis data model with additional attributes in an SQL database.

CLM platform integration allows direct access to the module via workflows for fully automatic document archiving and queries.

5. Language Technologies

5.1. Translation Memory System Transit NXT with TermStar NXT

Transit NXT is a translation memory system that lets you perform translations quickly and consistently while leveraging existing translations. In addition to import, export and translation-related functions, Transit NXT also features project management, project analysis and quality assurance tools.

TermStar NXT is an integral part of Transit NXT and is used for managing terminology. It lets you store and manage all of your terminology in the form of databases. Together with Transit NXT, TermStar NXT allows seamless sharing of and quick access to terminology.

5.1.1. Translation Memory

The handling of the translation memory determines the efficiency and quality of the pretranslation and suggested translations.

- ▲ File system and TM Container: The translation memory is stored in the file system and, optionally, in the TM container. The file system can be structured as needed and the desired level of detail selected for follow-up jobs. When adding translation memories to the database-based TM container, value structure attributes can be assigned to allow predefined and prioritized portions to be used for follow-up projects. Combined operation and sharing of data between the file system and the TM container is possible in both directions.
- ▲ Translation memory with full context: All the intelligence of the original documents is preserved in the file system and in the TM container. This allows Transit NXT to automatically take the structural and textual context of a reference segment into account and display it for the user at any time.
- ▲ Multilingual, multidirectional translation memory: Multilingual translation projects result in a multilingual translation memory that can be used to translate in various language combinations.
- ▲ Prioritization of translation memories: Translation memories can be prioritized for specific projects and used parallel to one another to meet varying requirements for follow-up projects.

5.1.2. Translation Editor

- ▲ Standard work environment for all formats: Transit NXT uses the same editor for all file formats, allowing users to work with a familiar interface regardless of the project.
- ▲ Translation and/or tag handling: During translation, text input and tag/markup handling can be performed as two separate tasks in two stages or by different participants.
- ▲ Synchronization: Synchronized language pairs, previews, dictionary entries and PDF documents allow quick navigation between the translation, the terminology base and reference documents.

5.1.3. Quality Assurance

Quality assurance can be customized to the specific needs of the project. Quality checks generate quality reports that let you view and correct possible errors directly in the editor.

5.1.4. Software Localization

Transit NXT supports resizing of binary files to allow adjustment of dialog elements for target language text length. Resizing changes are saved in the translation memory, automatically applied to follow-up projects and documented in the form of feedback lists for software development.

5.1.5. Terminology

- ▲ Immediate terminology synchronization: With full TermStar NXT integration, newly added terminology is available for immediate use in the translation with no explicit data sharing procedure or restart required.
- ▲ Multi-database dictionaries: The ODBC interface allows parallel access to multiple terminology databases, which are displayed as a single terminology source.
- ▲ Dynamic context linking: Dynamic context linking shows examples for each terminology entry from the current translation project and the translation memory, without the need for entering sample uses in multiple languages.
- ▲ WebSearch: The WebSearch function lets you search the internet (such as for terminology) directly from Transit NXT.

5.1.6. WebTransit CLM Connection

WebTransit is a component of Transit NXT that lets you share data with the CLM platform (such as for receiving, processing and delivering translation requests or receiving job-specific messages and feedback).

WebTransit supports a wide variety of communication channels and scenarios – from single-user mode for freelancers to multi-user mode for agencies:

- ▲ Communication via FTP, SFTP/FTPS, HTTP/HTTPS, e-mail or LAN
- ▲ Encrypted data transmission support
- ▲ Multi-CLM support for connecting to multiple CLM platforms

5.2. WebCheck Online Proofreading

WebCheck is a web application that lets you check, correct and approve translations via an internet browser. Online processing, comment functions and change tracking allow for an efficient and simple approval process. Modified segments can be easily identified by the project manager in Transit through corresponding attributes to make them available quickly in the translation memory pool and allow their use for other jobs.

5.3. WebTerm Online Terminology Management

WebTerm is a web application that makes terminology from TermStar NXT available on the internet or intranet. Both applications access the same set of data: changes made with TermStar are immediately visible in WebTerm and vice versa.

Terminology can be searched, displayed and commented on via the browser. Optionally, terms can be added and updated through the browser as well. Search and access statistics provide information on the use and completeness of the terminology.

The optional WebTerm Download feature lets users update their local terminology without a permanent web connection. The local installation of Transit NXT downloads terminology from the TermStar database via WebTerm Download.

5.4. MindReader Author Support

MindReader is a context-sensitive author support tool for Word, FrameMaker, Arbortext and GRIPS. MindReader can access the Transit NXT translation memory directly, allowing standardization of source texts and thus increasing pretranslation rates. By accessing terminology from TermStar, MindReader supports the correct and consistent use of approved terms in the source text.

6. Integration into Existing IT Landscape

6.1. CLM platform

The interfaces of the CLM platform are flexibly configurable and can be optimally integrated into the company-specific IT landscape.

- ▲ Content Management Systems (CMS): Data importing and restoring processes can be adapted to meet individual system- and customer-specific needs. Metadata and job data can be added with equally flexibility. The interfaces thus guarantee optimal and efficient data sharing with other upstream systems (integrated or via hot folders).
- ▲ Single Sign On (SSO): The CLM platform supports existing authentication and authoring mechanisms such as Active Directory, LDAP, Windows Authentication, SAP tickets and more. Through flexible and highly configurable mapping, customer-specific SSO roles can be created and assigned on the platform.
- ▲ Application Programming Interface (API): The CLM platform provides an Application Programming Interface, which allows platform functions to be accessed directly by other systems. Thus, direct integration with outside systems is possible.

6.2. Transit NXT

Transit can be integrated into the existing IT landscape through various interfaces and plug-ins that allow interaction with other applications:

- ▲ CLI and API Interfaces: A command line interface and an application programming interface with an extensive library of functions let you incorporate Transit functions into other applications (such as for terminology support in the authoring system or integration with information management systems like spare parts logistics, SAP or GRIPS).
- ▲ Data sharing with DTP programs: Optional plug-ins support PDF generation and data sharing between Transit and Adobe FrameMaker, Adobe InDesign and QuarkXPress.
- ▲ Terminology sharing with word processing/DTP: Optional plug-ins allow terminology to be queried and input directly from Microsoft Word and Adobe FrameMaker.
- ▲ For a list of supported file formats for translation projects, project and translation memory sharing and terminology import and export, see Section ⇒ 8. "Interfaces" on page 10.

7. System Requirements

7.1. Hardware

7.1.1. STAR James

- ▲ Intel Pentium processor or similar, 3 GHz or higher, multi-core
- ▲ 8 GB or more of RAM
- ▲ Sufficient disk space for operation (depending on job volume, workflow, file types and number of target languages)

7.1.2. Transit NXT

- ▲ Intel Pentium processor or similar, 2 GHz or higher
- ▲ 1 GB or more of RAM
- ▲ 1 GB or more of available hard drive storage space for the installation
- ▲ Sufficient disk space for operation (for project-specific data and terminology)
- ▲ SVG graphics card, 1280 x 1024 pixel resolution or higher

7.2. Operating System and System Environment

7.2.1. CLM platform

- ▲ Windows Server: Windows 2008/2012 Server (32 bit and 64 bit) recommended

7.2.2. STAR James

- ▲ Windows Server: Windows 2008/2012 Server (32 Bit and 64 Bit)

7.2.3. Transit NXT

- ▲ Windows Vista/7/8
- ▲ Other components (automatically installed if needed): Microsoft Visual C++ Runtime, Microsoft Windows Installer, Microsoft XML Parser, Microsoft .Net Framework

7.2.4. WebTerm

- ▲ Servlet Engine Tomcat, Websphere, BEA WebLogic, Glassfish
- ▲ Operating systems and application servers: Unix, Linux, Windows 2003

7.2.5. WebCheck

- ▲ Microsoft Internet Information Services 6 / 7

7.3. Databases

7.3.1. CLM platform

- ▲ Microsoft SQL Server

7.3.2. Transit

- ▲ TM Container: Microsoft SQL Server
- ▲ Terminology databases: Microsoft Access, Microsoft SQL Server, Oracle 8i, IBM DB/2

8. Interfaces

8.1. Supported Data Formats for Translation Projects

- ▲ MS Office, Visio, OpenOffice, LibreOffice and other OpenDocument formats, WordPerfect
- ▲ HTML, SGML, XML, SVG
- ▲ Text files (ANSI / ASCII / Unicode / UNIX, Mac, QuarkXPress text) and RTF
- ▲ Trados TTX
- ▲ Resource files, RC binary (C++ and .NET), DLL with WPF elements
- ▲ AutoCAD (optional)
- ▲ Adobe InDesign (optional), Adobe FrameMaker (optional), Adobe PageMaker (optional)
- ▲ QuarkXPress (optional)
- ▲ Interleaf / Quicksilver (optional)

8.2. Projects and translation memory

- ▲ Project sharing: XLIFF 1.2, Trados TTX
- ▲ Translation memory sharing: TMX import, TMX export

8.3. Terminology

- ▲ Import: MARTIF, TBX, TMX, CSV files, user-defined text files (Unicode/ANSI/ASCII/SGML with entities) from other systems
- ▲ Export: MARTIF, TBX, TMX, Excel 2002 or higher, CSV files, user-defined text files (Unicode/ANSI/ASCII)