



## AN ONLINE GLOSSARY FOR CLEAR AND CONSISTENT TECHNICAL DOCUMENTATION

20,000 EMPLOYEES

CONSOLIDATED 30  
TERMINOLOGY SOURCES

FOUR LANGUAGES

### Swisscom Rollout & Access – Project Report

The specific technical terms and abbreviations that a company uses are in a constant state of evolution, as new technologies are rolled out and new products and structures are introduced.

This was a headache for Swisscom Rollout & Access, the division that plans, installs and maintains the network at Swisscom – Switzerland's leading telecommunications company. It needed a solution to ensure that its specialist terminology would be applied consistently in its technical documentation. By combining CLS Communication's (now Lionbridge) experience and Swisscom Rollout & Access's specialist knowledge, the ideal solution was soon found: a central online glossary that subject matter experts and linguists can access and update at any time.

#### About the Client

Swisscom, Switzerland's leading telecoms company and one of its leading IT companies, is headquartered in Ittigen, close to the capital city, Berne. Swisscom's international activities are concentrated mainly in Italy, where its subsidiary Fastweb is one of the biggest broadband providers. With a headcount of more than 20,000 employees, Swisscom is one of the most sustainable companies in Switzerland and Europe. Swisscom brooks no compromise when it comes to serving customer needs; it focuses on service and quality and invests massively in the networks of the future.



“ The project with CLS Communication [now Lionbridge] ran very smoothly, and I have received positive feedback from the glossary users. Our editors now link to the online glossary in their technical documentation, instead of inserting a new list each time.

Inconsistent or incomplete term lists are no longer a problem. The online glossary is practical and efficient, both for editors and for readers of Swisscom Rollout & Access documents. ”

Markus Häni, Training Manager, Technical Management & Education, Swisscom Rollout & Access

## The Project at a Glance

Swisscom rollout & access needed a solution to ensure consistent use of specialist terminology

Lionbridge set up a central database containing specialist terminology, abbreviations, and definitions

This terminology is available to users in four languages via an online glossary

Editors provide a constant stream of new specialist terms, while Lionbridge maintains the database, providing linguistic and language technology support

## The Challenge

In-house terminology can be incredibly niche and specialised. This terminology must be managed in a way that all employees can understand it and use it in a consistent way – via a knowledge database.

Swisscom Rollout & Access did not have a database of this kind, and consequently editors were inconsistent in their use of specialist terminology and abbreviations. This generated uncertainty among document users such as planners, site managers, installers, and training course participants. Swisscom Rollout & Access was looking for a terminology solution that would achieve:

- Consistent use of specialist terminology and abbreviations
- A central glossary, available online and offline
- Rapid terminology and definition searching
- Effortless integration of new specialist terminology

## The Solution

- Lionbridge consolidated 30 sources of terminology, allowing duplications and contradictions in specialist terminology to be easily spotted.
- Swisscom Rollout & Access reviewed the consolidated vocabulary and confirmed which terms were valid.
- Lionbridge set up the database and made it available to all users in four languages in the form of an online glossary.
- Employees of Swisscom Rollout & Access and external partners alike can use the glossary, both online and offline.
- Technical editors can easily submit new specialist terminology using the dedicated form. Lionbridge translates the new terms and adds them to the database.
- Editors link technical documentation to the online glossary.

## The Benefits

- Swisscom Rollout & Access employees save valuable time by being able to find technical terms quickly and easily in the central online glossary.
- Confusion over terminology is a thing of the past for users of Swisscom Rollout & Access documents, as co-existing terms and abbreviations have been cleared out.
- The glossary always contains the very latest specialist vocabulary, as technical editors regularly enter new terminology.
- Translators also have access to the Swisscom Rollout & Access online glossary, meaning that they can make their translations every bit as clear and consistent as the source texts.