SDL Testing Services

Launch global software, apps and websites with confidence
SDL Test Lab offers various types of testing services. With over 500 testing resources around the world, we have the flexibility and scalability to manage any testing project in an agile environment.

SDL Global Testing Services provide critical benefits to your organization and deliver an important last line of defense before you release your products to the global marketplace.

“We work with SDL because of its translation expertise including in-country contacts, infrastructure to support localization, know-how working with multiple companies and best practices when it comes to language technologies.”

— Tim Paiva, Senior Learning Products Developer, Emergency Care Solutions for Philips Healthcare
Benefits and goals of SDL testing services

- **Plan for global growth**: Work with a highly skilled vendor to evolve processes and tools to address your changing translation challenges. Build a plan to handle growing numbers of languages. Make sure the steps you take today can be applied to longer-term strategies and opportunities.

- **Increase reach**: Connect with more customers and prospects in the right language, with culturally appropriate messaging, across any device or channel.

- **Penetrate global markets quickly**: Expand your business into new markets by partnering with an expert who can help you quickly and easily adapt your content and processes to fit virtually any market.

- **Project a consistent global brand**: Use consistent, centralized processes that ensure brand impact and quality across all touch points, channels and interactions to increase customer loyalty and lifetime value.

- **Ensure compliance and reduce risk**: Partner with a certified translation provider to meet regulatory requirements, guarantee quality and ensure ongoing success.

- **Launch with confidence worldwide**: Simultaneously launch products and campaigns in every global market.

**Integrations**

Pair SDL’s global testing services with:

- **SDL translation services** – Guarantee your content is well-translated and on brand

- **SDL software localization services** – Localize your software so it’s ready for the world

- **SDL multimedia services** – Localize your multimedia content professionally and efficiently

- **SDL internationalization consulting services** – Make sure your software is designed and built for localization

Failing to test your global software products before you launch them can have painful consequences for your organization. Protect yourself by partnering with SDL Test Labs and our global testing services. We’ll ensure your products work properly, get to market on time, and are in compliance with global requirements.
Launch globally with confidence

Testing
When you market software, apps or websites of any kind, it’s critical that you put them through proper testing before releasing them.

Testing reduces the cost and time involved in reworking or producing error-free software. But it can be very expensive to test in-house and typically the process isn’t scalable.

At SDL, we specialize in testing. Testing ensures that your products will work as intended in any given market. For example, testing will confirm functionality of an application; its compatibility with an OS, hardware and different types of browsers; how it operates in different languages and locales; and, how it looks on all supported platforms.

Common problems testing helps address:

- Software does not meet the design and/or development requirements
- Software does not respond correctly to all kinds of inputs (including locale-specific issues)
- Software does not perform its functions within an acceptable timeframe
- Software does not handle different languages correctly
- Technical terminology is inconsistent
- Translation errors exist due to a lack of context during translation
- Software does not work properly on localized operating systems, browsers and more

Broad scope of services

SDL Test Lab offers various types of testing services. With over 500 testing resources around the world, we have the flexibility and scalability to manage any testing project in an agile environment.

All of the linguistic testing we perform is handled by native language speakers, under constant supervision and support from SDL test leads. This assures not only the highest level of quality, but also consistency across all languages tested.

We test all localized software on native operating systems and platforms, which eliminates the risk of missed issues related to the environment where the software is installed.

Our US-based testing center in Superior, CO passes the most stringent security requirements – particularly important for customers who work with the US government, or who trust SDL with prototype devices prior to their release to the general market. We are proud to report that in over two decades, we have not had a single security breach.
Specialized testing across three main modalities

SDL testing centers specialize in localization testing in three key areas:

**Linguistic testing**
- Test applications with native-language speakers at run-time
- Test the localized UI on native operating systems and browsers
- Spot translation and UI layout issues live and in-context
- Reap the benefits from additional basic functional testing

**Functional testing**
- Conduct in-depth verification of all software functions, in all support localized environments
- Spot deviations from the functional specifications
- Benefit from ad-hoc, persona-based, exploratory testing

**Internationalization testing**
- Examine the source software at the design stage
- Collect international data samples and human factors
- Check international hardware compatibility
SDL Test Labs perform testing services in a well-established, secure global operation

**Colorado ISO-certified localization test center (since 1995)**
- 150+ seat, fully equipped professional localization test lab, supporting more than 40 mainstream languages and most platforms, including mobile
- 300+ native language testers, functional software testers, IT and test management resources; available on flexible schedules in one central, US location

**SDL global network for in-country testing**
- 1,000+ full-time SDL linguists in 38 countries
- Global testers managed though centralized processes and workflows. We can support almost any language.

**Asia test centers, Thailand and India**
- 100+ localization engineers and functional testers in Bangkok and Mumbai test centers
- Cost-effective, highly skilled and flexible test teams, supported by US test center

**Security**
- **People**
  - Security trained
  - Access logged
  - Background checked
  - Everyone under NDA
- **Facilities**
  - Building security service
  - Badge access only
  - Keypad lab area access
  - Inventory control
  - Risk management policies
  - Video surveillance
- **Networks**
  - Corporate firewall
  - Isolated TestLAN
  - Audited policies
  - NT authentication
  - Controlled VPN
  - Secure password policies

To learn more, visit us online
SDL (LSE:SDL) is the global innovator in language translation technology, services and content management. With more than 20 years of experience, SDL delivers transformative business results by enabling powerfully nuanced digital experiences with customers around the world.

Are you in the know? Find out why 79 out of the top 100 global brands use SDL at SDL.com and follow us on Twitter, LinkedIn and Facebook.

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