

# Monitoring F-Secure Localization Globally



**CYBER SECURITY  
LIVES HERE**

## F-Secure Quick Facts

- Founded in 1988
- Over 1,000 employees
- Listed at NASDAQ OMX, Helsinki
- Over 25 offices around the globe
- Revenue of €158 million and EBIT of €19 million in 2016
- Tens of millions of consumer customers and over 100,000 corporate customers around the world

## The Baseline

- F-Secure has a massive localized text asset that supports the core business
- The localization asset needs to be kept continuously up-to-date
- 32 supported languages
- The process utilizes several agencies for the localization work
- The process runs on weekly cycles using lean and agile methodology
- The process has been audited and is proven to be very efficient compared to industry standards
- Translation memory reuse is on an excellent level and quality variation in the deliverables is quite low

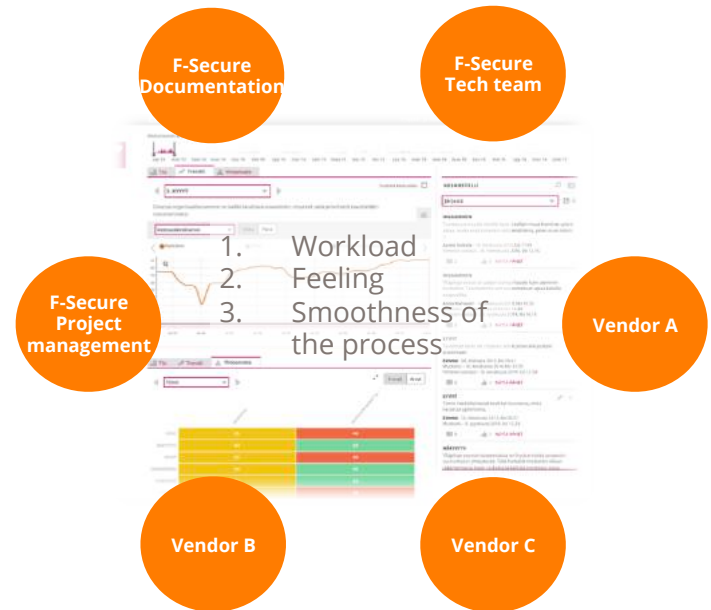
# Celkee Insight® In Lean Processes



## The Need

There is always room for improvement. We did not have an convenient access to an individual contributor's view around the globe on the process efficiency nor a direct feedback channel on the quality of the work requests.

We wanted to create a continuous and joint understanding on the process execution and catch all possible signals that can indicate an improvement potential in the process.



## The Benefits

We have used Celkee Insight® since early 2015. During this time we have had an un-interrupted weekly data flow from all individual contributors regarding the workload, feeling and smoothness of the process.

With the data we have been able to optimize the size and quality of our work packages for optimal quantitative and qualitative outcome. This optimisation has had a good ROI, much more so than by changing translation software.

Furthermore, It is good to show people that even as a customer you care and want to know how people, the most important factor in linguistic quality, are doing even when things are going smoothly.

*"Celkee is so useful, I wish everybody would use it"*

*Mika Pehkonen, Senior Manger,  
Documentation and Localization*