

Automated translation enhances service quality

LeasePlan Germany

LeasePlan is one of the world's leading vehicle management companies, operating a fleet of more than 1.2 million vehicles worldwide. Its leasing and fleet management solutions are available in 21 European countries as well as the US, Brazil, Australia, New Zealand and India. LeasePlan Germany is a subsidiary company of the LeasePlan Corporation N.V. with a customer base of the most prestigious international companies.



Innovative technology increases service quality

The experts at LeasePlan consistently provide high-quality consulting and services. It is their job to selectively reduce fleet costs for their customers, both national and international. LeasePlan sets especially high standards for the service quality of its company, and relies on innovative e-business solutions to achieve these standards. Because English is the common language of business, the company, which focuses on optimization, was looking for an automatic translation solution that would save time.

Service speaks the language of the customers

Because of the company's international presence, communication in English, in particular the volume of e-mails, began to increase sharply for LeasePlan Germany already in 1998. Specialist departments and Customer Support therefore began looking for a solution that would help them process and respond to English inquiries more quickly. High-quality translation was required, which could be relied on both technically and in terms of content. According to the LeasePlan IT User Service there are of course free translation tools on the Internet, but LeasePlan would rather trust the Reliability and carefully controlled quality of the linguattec software. > > >

"Our users benefit from the quality of Personal Translator. It's very useful when you need to quickly get a general idea of a text in the foreign language. Tools like PT Direct are in demand. We could do with more of them."

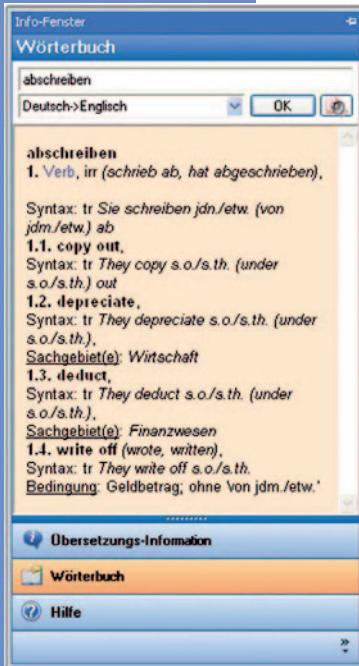
IT User Service

At a glance

Company:
LeasePlan
Deutschland GmbH
Industry/Market:
Fleet management/
service

Requirements of the desired translation software:

- Reduce processing time in business correspondence
- Build up own dictionary
- Translation in any applications
- Direct processing in Microsoft Office
- Low maintenance overhead



Personal Translator optimally complements the Office workflow

The desired translation solution had to be easy to integrate into the day-to-day workflow. Following a market analysis, it was soon decided to use Personal Translator from linguattec. The software was very easy to install in the various departments and branches of the company. Thanks to Personal Translator's automatic integration into the standard Microsoft Office applications, e-mails and documents could now be translated more efficiently.

A key criterion was the extendable dictionaries for the various translation tasks. At LeasePlan, maintenance of the internal company dictionaries is handled by the assistants to the management. So as well as the standard dictionary with more than 620,000 entries, the users can also avail themselves of a customized LeasePlan dictionary.

Personal Translator has now been in use at LeasePlan since 1998 in all kinds of task areas relating to Office communication, from the translation of e-mails right through to the analysis of technical documentation. Even texts on paper can be better managed with the help of Personal Translator; once scanned in and translated, they then become available in digital business processes. In addition, the practical "one-click translator" PT Direct has become established as a favorite work tool. With it, users can look up words or have them translated directly from within any text, thus saving time and creating the necessary transparency.

Conclusion

Optimization and service orientation are written large at LeasePlan. The use of automatic translation simplifies the internal processes. The high-performance Personal Translator has proved its worth among the users in Customer Service, who report positive experiences with the software. The result is quicker understanding of texts and thus better communication. IT and Support are also satisfied with the operation of Personal Translator. The users barely have need for support and the product's low maintenance overhead is impressive. Reason enough to stick with Personal Translator in the future – plans for the next update are already under way.

Linguattec is the leading provider of language-technology software for office use. Key areas are automatic translation, language recognition and speech output. Linguattec offers software ranging from desktop solutions to comprehensive solutions for multilingual corporate communication in internal company networks.

References:



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Further application areas can be found on our website: www.linguattec.net