

Quality Tools for quality service

Océ Printing Systems Ltd.

Océ Printing Systems Ltd. is a subsidiary of Océ Inc. based in Venlo, the Netherlands. Océ develops, produces and markets professional document systems worldwide and also provides business services. These include both small and large formats, scanners, post processing systems, Océ imaging supplies, security, and the corresponding IT know-how. Océ Printing Systems Ltd. in Poing near Munich produces digital high speed printing systems.

Océ products are available in 80 countries, and Océ has branch sales and service offices in over 30 countries. Océ has over 21,500 employees worldwide and yearly sales of 3.2 billion Euros. The company provides a selection of professional hardware, software and business services for additional purposes in document handling.



Service on Location

So that their service experts can always provide the customer with fast and competent help if problems should arise, Océ uses a maintenance documentation that is continually updated and expanded. This documentation is available online, so that the most recent maintenance information is always available to the service staff on location.

For an international company a matter of course: the documentation must be in English so it can be used by all staff members.

Service Product Management, SPM for short, is responsible for maintaining the service documentation of continuous form printing systems at Océ Printing Systems Ltd.

Translation – Then and Now

In the past the German service staff at SPM first wrote the service documentation in German and then passed it on to professional translators – often with less than satisfactory results. The reason: the translators often lacked the necessary specialized knowledge of the printing business.

The obvious thing to do was to entrust the translation to those SPM staff members with English skills themselves – with the help of automated translation software a doable task.

After first trials with single-user versions of Personal Translator produced promising results, Océ Printing Systems Ltd decided to implement Personal Translator technology as a company solution. They had the choice between the browser-based solution PT Intranet on the one hand and the network solution PT Net on the other.



Demands on the desired translation software:

- dependable support in translating the maintenance documentation
- easy to use and maintain
- fast adaptability through specialized terms from the printing industry
- perfect integration into Microsoft Office





„For quality service you need quality tools. We chose Personal Translator because it provides optimal support for our most important job: giving our customers the best possible service.“

Peter Zimmerer, Senior Systems Analyst

In the move from external translation services to internal machine-supported translation it was of central importance that Personal Translator could be easily adapted to the specialized terminology of maintenance documentation for the printing business. A central user dictionary is updated with specialized terms, which then become available to all users in their daily work.

More Efficiency with Training

From the beginning, the staff had no problems using Personal Translator. To make the implementation of Personal Translator even more effective, SPM decided on an additional half-day training session. Here the staff learned the optimal procedures in automatic translation and found out many helpful tips and tricks. The training also served to motivate the users, who since then not only use the software more successfully, but also with more enthusiasm.

Summary:

Personal Translator provides a useful service for Océ Service Product Management and the cooperation with Linguatec was very positive. An expansion of the implementation of Linguatec software in other business sectors is being considered.

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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:



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