

## Innovative translation technology impresses with quality and stability

### TEXTRON Fastening Systems

TEXTRON Fastening Systems manufactures innovative product solutions for individual applications and is a supplier for the automotive industry. Its product range includes screws, bolts, pins and other fastening systems. The company is part of the multi-industry group TEXTRON Inc., which has total revenues of US\$ 10 billion and 43,000 employees in 40 countries. TEXTRON is known worldwide for its strong brands such as Bell Helicopter, Cessna Aircraft, Kautex, Lycoming, E-Z-GO and Greenlee, among others.

### International business requires successful communication in English

TEXTRON Fastening Systems stands for intensive customer support, perfect service and global presence. Integrated in a global network of the multinational group TEXTRON, Textron Fastening Systems operates seven sites in Germany. Cooperation in the globally operating company requires English as the language of business. Every day, numerous documents have to be written and understood in English, which means that many of the staff need an efficient translation aid to make their business communication easier.

### Optimum translation solution sought for multiple sites

Thanks to the Internet, global communication has rapidly accelerated. Communication with the American parent company, but also with the other business divisions, required many documents and e-mails to be translated primarily from English into German. Within the European structure, staff also wanted help with French-to-German translation. From 2002, the need for automated translation at TEXTRON was so great that the IT department had to take action. The most important criterion for choosing an appropriate product in terms of content was the good quality of the automated translation for the language pairs German/English and German/French. On the technical side, an innovative and secure solution was required, which right from the start would be accessible to all users via the intranet, regardless of their location. As far as IT was concerned, the software had to be easy to implement and maintain.

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#### At a glance

Company:  
TEXTRON Verbindungs-  
technik GmbH & Co. OHG  
Industry/Market:  
Fastening systems,  
automotive industry,  
mechanical engineering

#### Requirements of the desired translation software:

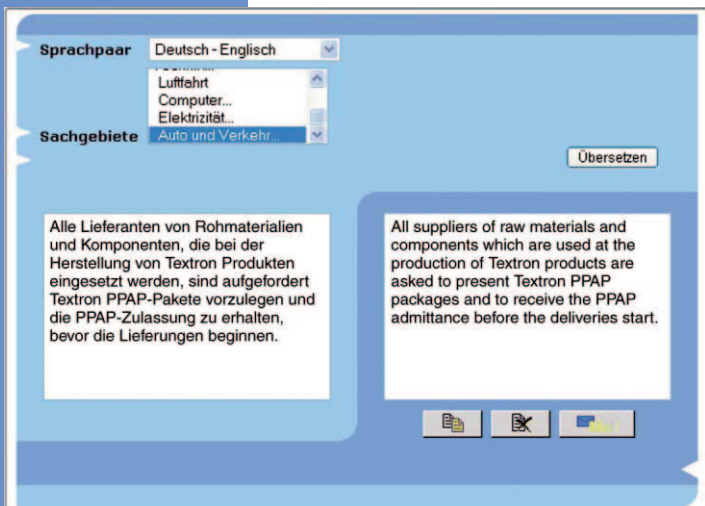
- Lower overhead in the translation process
- Networking of various sites
- Fast integration into the workflow
- Low maintenance overhead

**“The e-Translation Server saves time. Another plus is that there is no maintenance work for the IT department because the program has been running without problems since it was launched in the intranet.”**

**Horst Eyl, IT Project Manager**

## Successful communication with the e-Translation Server

Once IT had determined the requirements, they meticulously evaluated the automated translation software available, including both German and international products. "We tested all kinds of translation programs by translating passages from books internally. The best result came from the e-Translation Server from linguattec", remembers Horst Eyl, IT project manager responsible for the system's introduction. After a four-week test phase, the e-Translation Server was implemented at TEXTRON. It worked smoothly from the word go. Technically, the solution impressed with its Web-based architecture. All users could access it from the subsidiaries via an Internet browser – a major advantage for the IT administration. Installation on the individual clients was not necessary.



From a linguistic point of view, the users gained a lot from the chosen solution. As well as the extensive dictionaries for English and French, linguattec's additional professional dictionary for automotive

engineering was used at TEXTRON, quickly and easily extending the specialist vocabulary for the translation. "Our users have been happy from the start. The automated translation saves them a lot of time", reports Horst Eyl. A solution, therefore, which not only greatly benefits the user but also keeps the overhead for the IT team in check.

## Conclusion

In the e-Translation Server, TEXTRON has found a professional solution that precisely matches the needs of the users and the IT department. The automatic translation service is enjoying high acceptance among its users, for whom international communication has become easier since it was introduced. In addition, the e-Translation Server is a solution that works independently of site locations. And the extreme stability and high quality ensure satisfaction all round.

**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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