

*“We are pretty happy about those numbers and we expect more savings in the future.”*

Kazuo Suzuki, Interactive Intelligence



## Machine Translation & Post-Editing for Major Software Documentation Project with Milengo as Language Service Partner

Interactive Intelligence is a global technology company providing a wide range of telecommunications software to mid to large organisations around the world. The wide variety of software offered requires Interactive Intelligence to regularly localize large volumes of online help content for global markets. Working with Milengo as the Language Service Provider and KantanMT as their Machine Translation provider, Interactive Intelligence achieved a 27 - 40% saving in project costs, combined with increased translation productivity.



### Company Profiles

Interactive Intelligence, Inc. was founded in 1994 as a software company that provides business communication solutions for call centres, enterprise IP telephony, and business process automation. It specialises in financial services, teleservices, insurance, and accounts receivables management.

Milengo is a Language Service Provider with an established presence in EMEA, APAC and the Americas. Milengo joined the KantanMT Partner program in September 2013, and since then has been using KantanMT.com to consistently provide its clients with customised Machine Translation services.

### Objectives

- Investigate whether an MT based solution could be scaled up efficiently to include additional supported target languages for the online help content
- Increase Translator productivity to meet tight release schedules
- Generate meaningful cost reductions

## Solution

KantanMT.com was used by Milengo to develop a customised Machine Translation workflow that met the time to market objectives for Interactive Intelligence (ININ) online help release cycles, and achieve a 27 - 40% cost reduction compared to existing translation rates.

On successful completion of the first project into German, ININ scaled up its MT solution to include 4 additional target languages within 6 months.

### Challenge:

ININ's online help content is updated annually, then localized in tight release schedules for its global customers. Therefore, ININ required a high quality customised MT solution that could be deployed quickly.

The solution needed to show improvements in translator productivity to enable meaningful project cost reductions.

### KantanMT A Scalable Solution

Through careful KantanMT engine customisation and evaluation, Milengo's MT engineers achieved improvement cycles that helped to significantly boost linguist productivity for each language pair by up to 50% without compromising the quality of the translations.

Controlled authoring and consistent terminology in the repetitive online help content helped contribute to delivering uniformly localized content.

The quality of post-edited content was then verified by client review phases that were configured into the project workflow.

### Increased Productivity, Reduced Costs

Milengo introduced a KantanMT based workflow solution, which reduced localization costs for large volume online help projects on an ongoing basis.

Linguist productivity improved as the KantanMT engines improved with the retraining cycles, which resulted in project cost savings of between 27 - 40% depending on the language pair when compared to their previous pricing model.

Improved translator productivity also helped reduce the stress around meeting the online help content's tight release schedules.

## Results

- Highly Scalable: +4 languages in 6 months
- High Quality Translations
- Translator Productivity Increase: 30 - 50%
- Reduced Project Costs: 27- 40% savings
- Lower Post-Edit Rates after KantanMT Engine Retrainings



## Why KantanMT.com?

KantanMT is the Number 1 real time Customised Machine Translation provider in the world, by translation volume.

The cloud based platform is scalable, secure, and simple to operate, ensuring our clients build high quality, custom MT engines at speed that speak their unique language. We guarantee a high standard of quality and customer satisfaction.

Contact us now for a FREE personalised platform demo, email: [demo@kantanmt.com](mailto:demo@kantanmt.com).

*“From the client point of view, the process to make MT ready was very smooth. We are pretty happy about those numbers and we expect more savings in the future.”*

Kazuo Suzuki, Director of Globalization - Interactive Intelligence