

# Unifying international communication and ensuring accuracy in 30 languages

## The case of Nestlé



### Key facts and figures

- **World largest food and nutrition company** with 150+ years of history
- More than **2,000 brands**: Nespresso, Cerelac, Kitkat, Maggi, Carnation, Nesquik, Purina...
- Strong focus on environmental issues and plant-based nutrition
- Around **450** factories
- **350,000+** employees
- Operations in **200 countries**

### Challenges

Nestlé **has various needs in translation and localization** across different dimensions:

- Consumer-based communications (multilingual websites, packaging...)
- Employee communications (HR, training, production, market data...)
- Global Business Services (operations centers located in specific countries)

Until recently, **Nestlé was all about human translation**: working with agencies, internal translators or employees who assisted with translation needs in their native language.

**Translation was decentralized**: each market or brand had its own process which resulted in **high costs and long delivery time**.

## Solutions

Around **3,000 users** at Nestlé have access to SYSTRAN Machine Translation to translate in **32 languages**, mainly European and Asian languages to cover the needs of the headquarters in Europe and Global Business services centers in 7 different locations in the world, including the Philippines.

Nestlé uses **SYSTRAN Pure Neural® Server** hosted in a **private cloud, matching their confidentiality requirements.**

They also benefit from a seamless **integration in their Translation Management System (XTM)**, thanks to SYSTRAN connector.

## Machine translation is used by several departments to address a wide variety of use cases

Nestlé approached SYSTRAN to implement Machine Translation (MT) for 3 main reasons: process more translation volumes, reduce costs and ensure the confidentiality of the translated contents. The demand came mainly from their legal department and the global business services center that operates in 7 different locations around the world.

Machine Translation became useful in many different situations. 2 major use-cases were implemented for technical and legal documents:

- **MT-only** for document understanding purposes, with a quick file translation functionality handling several types of documents including contracts or faxes (with the need for a solution able to process scanned documents or PDFs)
- **MT + Post-editing:** incorporating MT in the human translation process, through a seamless TMS integration (XTM) which enables translators to use MT to optimize their productivity and translation workflow.

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*“SYSTRAN helped us implement a centralized translation solution for Nestlé to speed up our processes and be more cost effective.*

*We address a variety of needs within the company while remaining entirely compliant with Nestlé’s data security requirements.”*

**German Basterra**

(Former) Tech Lead – Translation Services  
Nestlé

## The benefits of choosing SYSTRAN

- **Good quality translation** over the wide language coverage required by Nestlé (32 languages including including Asian and European languages)
- **User friendly solution**, accessible online or through employees' office applications such as Outlook, Word, PowerPoint... with the ability to translate specific document formats in a few seconds (PDF, scanned documents)
- **Compliant solution hosted on a private cloud**, matching Nestlé's requirements for data security and GDPR standards.
- **Translation customization capabilities** (Glossaries, User Dictionaries, etc...) enabling teams to improve translation quality over time
- **Ability to manage high translation volumes** and access advanced usage statistics and reporting data
- Nestlé is now able to **deliver translations faster**, to **increase the volume of contents** that could be translated, in a **cost-effective manner**

### About Nestlé

*As the world's largest food and beverage company we are driven by a simple aim: unlocking the power of food to enhance quality of life for everyone, today and for generations to come.*

*To deliver on this, we serve with passion, with a spirit of excellence, offering products and services for all stages of life, every moment of the day, helping people care for themselves and their families. Our culture is based on our values rooted in respect: respect for ourselves, respect for others, respect for diversity and respect for the future.*

For more information, visit [www.nestle.com](http://www.nestle.com)

### About SYSTRAN

*With more than 50 years of experience in translation technologies, SYSTRAN has pioneered the greatest innovations in the field, including the first web-based translation portals and the first neural translation engines combining artificial intelligence and neural networks for businesses and public organizations.*

*SYSTRAN provides business users with advanced and secure automated translation solutions in various areas such as: global collaboration, multilingual content production, customer support, electronic investigation, Big Data analysis, e-commerce, etc. SYSTRAN offers a tailor-made solution with an open and scalable architecture that enables seamless integration into existing third-party applications and IT infrastructures.*

For more information, visit [www.systransoft.com](http://www.systransoft.com)