SYSTRAN

From on-demand translation via the Group's intranet portal to multilingual business-specific applications
The case of Stellantis

STELLANTIS

Key facts and figures

- **€54.7** billion revenue
- **3 million** vehicles sold in the world
- **184 000** employees
- **160** operations in the world

Challenges

As a multinational company, Stellantis was looking to **facilitate communication and collaboration** between its employees from all over the world.

The Information System Director wanted to integrate a translation tool into the Group's Intranet Portal that would:
- allow employees to translate and understand in real time a range of multilingual content (PowerPoint presentations, Word or Excel documents, PDFs, email, etc.)
- be supported by robust guarantees in terms of IT security for the **90,000 users** of the Group's Intranet Portal.

Solution

After having conducted a study, Stellantis chose SYSTRAN, whose machine translation solution has proven to **best meet the Group's needs and expectations.**

SYSTRAN's machine translation has been implemented into the Group's IT infrastructure.

The **3,000 daily users** are now able to:
- understand in real time different types of documents,
- translate technical repair process documentation in 22 languages
- produce multilingual content without risking confidentiality

Reinforce communication and collaboration without jeopardizing confidentiality

In 2007, Stellantis launched a new version of its Intranet Portal accessible to all of the Group's employees around the world.

The Portal initially offered a collection of practical services including finding a contact, organizing business trips and so forth.
The Information System Director wanted to add a translation tool enabling employees to translate and understand instantly a range of multilingual content (PowerPoint presentations, Word or Excel documents, PDFs, email, etc.).

A study was carried out to find a translation engine capable of helping employees **communicate more effectively without jeopardizing the confidentiality of the documents to be translated.** This second point was key and immediately ruled out free translation engines available on the web.

Stellantis chose SYSTRAN's solution, which has proven to best meets the Group's needs and expectations.

Two SYSTRAN translation servers hosted at Stellantis ensure continuity of service and manage **17 language pairs**:
- French to Dutch, English, German, Greek, Italian, Portuguese and Spanish
- English to Chinese, French, Polish, Portuguese, Russian and Spanish
- Spanish to English and Portuguese
- Portuguese to Spanish
- Slovakian to English

" Users really welcomed the language tools introduced onto our Intranet Portal, as shown by the regular increase of the number of requests made. Now thanks to SYSTRAN APIs, we can cater to more business-specific applications, expressed, for example, by R&D.

SYSTRAN also allows our language resources to be shared, which is a real bonus."

Pascal Martineau
IT department
Stellantis

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From a communication tool to a production tool

Translation quality is assured by four available translation profiles from which users can choose depending on the type of content to translate, plus a built-in, "automotive" French-English dictionary containing 25,000 terms.

Thanks to the SYSTRAN solution, the Intranet Portal provides Stellantis' employees with:
- **Instant text translation**
- **File translation (Word, Excel, PDF, etc.)**
- **Web translation**
- **Dictionary look-up**
- **Email translation**

Stellantis users can **save time** by using the SYSTRAN Toolbar, which **can be downloaded onto their workstation** and used with Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and web browsers (Internet Explorer, Firefox, etc.).

Initially deployed simply to assist comprehension, the language tools are now increasingly used to help produce documents in several languages.

To support demand and enhance the existing solution, a **new service was launched: email translation**. Due to the often sensitive nature of email messages, the SYSTRAN solution ensures translation is handled internally, guaranteeing confidentiality in addition to speed.

Full integration into the company's IT systems

Since the language tools were launched, **demand has continued to rise.**
The goal of reaching **1 million requests per month** has been exceeded.
Every day, nearly **3,000 different users** generate **40,000 to 50,000 requests** with the tools.

The dictionary service has also proved a resounding success in one year, notching up around **360,000 look-ups, an increase of 112%.**

The success of the Intranet Portal integrated with SYSTRAN tools has prompted the business unit managers to test out SYSTRAN SERVERS APIs to carry out more specific functions.

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The Quality Department decided to implement a SYSTRAN API to translate into French and English customer incident reports uploaded to the system by dealers worldwide. The French experts in the department are now **able to analyze reports received from any country,** which in turn **helps the company improve the quality of its vehicles.**

The SYSTRAN API has also been deployed to translate technical repair process documentation in 22 languages for the Service and Spare Parts Department, which is supported by the SYSTRAN Training Server.

About Stellantis

With sales and revenue of €54 billion in 2015, the Stellantis Group designs unique automotive experiences and delivers mobility solutions that provide freedom and enjoyment to customers around the world. The Group leverages the models from its three brands, Peugeot, Citroën and DS, as well as a wide array of mobility services including the Free2Move brand, to meet the evolving needs and expectations of automobile users.

Stellantis is the European leader in terms of CO2 emissions, with average emissions of 104.4 grams of CO2 per kilometer in 2015, and an early innovator in the field of autonomous and connected cars, with 1.8 million such vehicles worldwide. It is also involved in financing activities through Banque Stellantis Finance and in automotive equipment via Faurecia.

For more information, please visit **www.stellantis.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**

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