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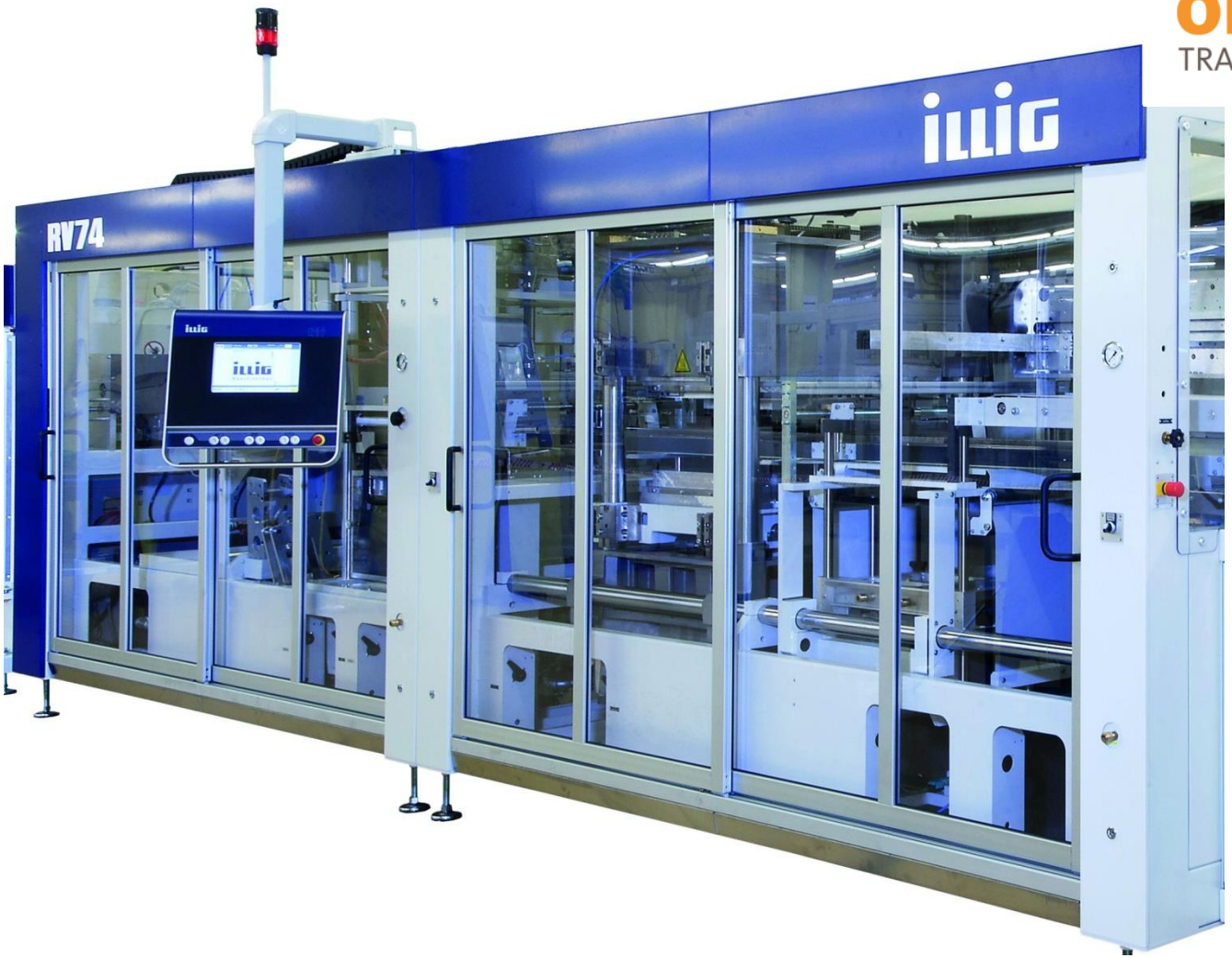
TRANSLATION SERVICES



ILLIG - a success story

The challenge

- Translations of on-screen texts for controlling machine systems need to be clear and understandable so that the machines can be operated properly, in all languages
- There should be no complaints about translations from end clients
- Although the texts are exported from the WinCC programming environment in alphabetical order, the translations need to fit in the context of the screens they appear in
- Texts should only be abbreviated when there isn't enough space on screen
- Screen texts need to be referenced correctly in the accompanying documentation

The solution

- oneword developed a new translation workflow to ensure efficiency and quality, and to make all content easy to understand
- The content of translation memories and ILLIG's terminology are applied when texts are translated
- The translator checks the context and adjusts text lengths directly in the programming environment, not in the translation software

Initial situation

ILLIG Maschinenbau is one of the leading manufacturers of machines involved in thermoforming and packaging technology. The company is a byword for innovation, exceptional quality and global service. It supplies customers worldwide, in more than 80 countries. Ensuring that its machines operate safely and smoothly, in every language, is therefore one of ILLIG's overriding concerns.

Siemens SIMATIC WinCC software is used to create the machine control system user interface. Although texts can be exported from the programming environment, they are sorted alphabetically and are therefore without context. There is also no information about the space available in the text field (number of keystrokes or pixels). Translating the text directly in WinCC, i.e. not in a CAT tool, would be unthinkable because company terminology and previous translations must be used to guarantee consistency.

When faced with the lack of other criteria, the length of the source text was used as a guide when translating in a CAT tool. This often resulted in screen texts that had been so abbreviated that they could no longer be understood by the machine's operators. The translations were often not the right ones, in the context, or even completely incorrect. The resulting complaints from end clients highlighted the need for ILLIG to modify its translation process to meet the quality requirements.

"We have enjoyed a friendly and extremely successful collaboration with oneword since 2014.
We were impressed by their commitment and immediate willingness to explore new avenues in software translation with us from the outset. The consistently high translation quality, reliability and expertise of all our contact persons, even under tight deadlines, continues to amaze us."

Dieter Hummel
Technical Documentation
Product Manager,
ILLIG Maschinenbau GmbH & Co.KG

The aim

ILLIG then looked around for a translation service provider that was not only technically experienced but also familiar with the translation of restricted-length texts and working with HMI software. Working together with oneword, ILLIG was then able to develop a workflow concept that encapsulated the following mutual aims:

1) existing text fields to be used as effectively as possible, to avoid abbreviations and improve quality, usability and comprehensibility
2) HMI texts and the operating instructions that reference them to be consistent
3) time and effort spent by ILLIG's developers to be kept to a minimum, so all the processing in WinCC to be performed by oneword

Approach

After being exported, the texts to first be translated in the CAT tool, using customer terminology and translation memories, without any length restriction, and then to be subjected to oneword's quality control process.

The texts were then imported back into WinCC, where the translator was able to check the text lengths directly, make best possible use of the space available on screen and only use abbreviations where absolutely necessary. They were also able to see the texts in context and improve the translation if necessary. oneword handled the entire export and import process and also supported the translator, freeing up ILLIG's developers for other tasks.

The screen text translations were then stored in a separate translation memory and made available for translating the operating instructions. As a result, when the screens were described in the operating instructions, they could be given the same titles and translations as on the machine.

The result

Thanks to the new workflow, the screen text translations now meet the very highest quality requirements of both ILLIG and its end clients. oneword's feedback during this process was instrumental in helping the developers further optimise the screen pages and text fields, so now there is less need to abbreviate translations.

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Thank you for your interest!

Do you have any questions?

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