Lexcelera

BENTLEY SYSTEMS

CASE STUDY

Bentley Systems Inc., with 2,800 colleagues in over 50 offices worldwide and annual revenues surpassing $450 million, is an engineering software publisher serving nearly 90% of the top 500 engineering design companies worldwide.

KEY BENEFITS

- Time to market was reduced by one third.

- Investment 100% amortized

CONTEXT

Bentley's operational goals were to reduce localization costs and decrease time to market while maintaining quality. However, with an extremely well-organized internal localization department, the client had already made the major productivity gains that could be expected. Over the years, optimal use had been made of the conventional cost-cutting tools. Translation memories (TMs) and glossaries were rigorously maintained and updated, providing high levels of leveraging. RFQs were organized for each new product in every language to ensure they were able to buy at the best market prices. The client had even pioneered an open project extranet containing to encourage competitive quotes. No further cost and times savings were expected without significant innovation.

SOLUTION

Increased leveraging of translation memories would have provided the client with some incremental gains, but to provide the productivity increase the customer was looking for, Lexcelera proposed using machine translation (MT) enhanced by human post-editing. A Proof-of-Concept pilot demonstrated that a rules-based MT system would meet Bentley's goals to reduce costs and time to market while maintaining quality.

The first full pilot was conducted on 1 million words of documentation for Bentley's flagship MicroStation product. While the English>French engine was customized by a subject matter expert, Lexcelera's engineering team prepared the 'transkit' for the post-editors, including TM matches over 85% (50% of the total word count). All tags were protected in the process. Five experienced post-editors were given the task of correcting errors and suggesting improvements to the MT engine. Each week their corrections were entered into the engine before a further batch was output.

RESULT

- With the French subject matter as language lead, the post-editors completed the project in **4 weeks**, **averaging 5000 words each per day** (vs 2500 per day in a traditional process)

- In addition to the **42-49% savings** from using TMs, using machine translation provided Bentley with an additional 25% savings

- As for the quality, Bentley concluded: "**Contrary to all expectations, using MT in Bentley has improved the translation quality in the pilot projects.**" Bentley has now standardized on MT for help and courseware in the remaining European languages as well as Japanese