

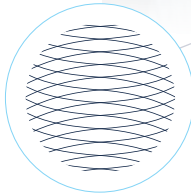
Language consulting on translation processes as part of the implementation of a new PIM system

Case Study

Objective

TRUMPF planned a transition to a new Product Information Management (PIM) system. During daily operations it was crucial that the automated connection between PIM and translation management system (TMS) was reliably available at all times and the translation process was seamlessly changed to the new system so that multilingual content creation and approval processes were not impacted.

Translation | Interpreting | Intellectual Property



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Implementation

As TRUMPF's long-term language service provider and a specialist in language technology, Seprotec* discussed the PIM translation process with the customer at an early stage. A tailored solution was crafted and effectively implemented, ensuring a smooth transition.

Key services delivered in this project included:

- **Process Consulting:** Developing translation workflows integrated within the PIM system, aligning with multilingual requirements.
- **Automated Data Exchange:** Establishing automated data flows between TRUMPF's internal systems and the Across Language Server (TMS).
- **Connector Integration:** Implementing connectors for automatic task scheduling, multi-level workflows (among others) and comprehensive notifications to all team members.
- **Review Portal:** Setting up a dedicated portal to streamline approval processes.
- **Data Processing:** Facilitating smooth data registration within Across.
- **Template Customization:** Reviewing and customizing templates in both PIM and TMS to ensure successful data imports and exports.
- **Ongoing Testing:** Conducting regular analysis and testing to guarantee consistently successful data import.
- **Team Training:** Providing training to project managers, language specialists, and reviewers for seamless operational integration.

At a glance

- Development of an efficient translation solution by involving Seprotec*'s expert language technology team.
- Seamless technical integration of the new PIM system through tailored process adjustments and partial redevelopment.
- Process design and comprehensive training to support efficient day-to-day operations.

Our client

TRUMPF is a global leader in production solutions across the fields of machine tools, laser technology, and electronics.

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“The implementation of a new PIM system was a highly significant project for TRUMPF, and numerous stakeholders within the company were committed to its success.

Looking back, there is only one thing to be said: Thank you for a very positive as well as excellent co-operation.”

Andrea Glück

Business Process Manager Translation
TRUMPF