



Open Mind

Linguistic Precision for the Manufacturing Industry



OPEN MIND THE CAM FORCE

OPEN MIND Technologies AG has relied on translation services from Milengo for over 20 years. Being one of the world's leading CAD/CAM software developers, OPEN MIND's solutions are used in machining applications throughout a wide range of different industries. Milengo helps the software company produce technical documentation, localize software, and translate marketing content in more than 15 languages.

Milengo has worked together with OPEN MIND over time to systematically improve the technical infrastructure for translation management and it is continuously improving translation quality across the board. OPEN MIND is especially appreciative of the comprehensive consultancy services that Milengo provides, as well as its reliable project management and consistent ability to deliver projects on time. The cooperation reiterates Milengo's role as a reliable translation service provider for technology companies in the German SME sector.

At a Glance

21 years of collaboration

15 languages

11 mil. translated words

Industry

CAD/CAM
Software

Clients

10.000

Employees

350

Goals

On-time delivery
User satisfaction
Process optimization

Text types

Software
Documentation
Marketing

OPEN MIND – A Success Story Made in Germany

OPEN MIND Technologies AG has been one of the most sought-after developers of CAD/CAM solutions for more than a quarter of a century. Companies that rely on the German developer's technologies for CAD/CAM programming and process optimization include those from the automobile, tool and mold making, and aerospace industries. With its hyperMILL CAD/CAM solution, OPEN MIND is active on key markets in Asia, Europe, and North America.

We are an international company that requires translations into 15 languages. It's imperative that our projects are delivered on time.

In Milengo, we've found a long-term service provider that we can 100% rely on.

Milengo is quick and proactive in giving us the support we need. Deliveries are always on time. I want to make special mention of their open and honest communication – we feel like we're in good hands!

*– Joachim Heinz,
Technical Editor at OPEN MIND*



The Challenge

OPEN MIND has always been driven by the vision of becoming the best and most innovative CAM software manufacturer in the world. For an international company, expanding and optimizing the translations of its software and marketing content is essential. One example of this is the challenges OPEN MIND faced in the early 2010s when it wanted to localize its software along with all the accompanying user documentation:

Administrative hurdles

OPEN MIND initially had translations done by its regional offices. Two smaller language service providers translated the product documentation. This workflow quickly became unsustainable given that the translations needed to be constantly updated. Translating a volume of around one million words per year and creating localized versions of its content in 12 target languages meant that the amount of effort required was no longer feasible.

Technology silos

The authoring tool used to create the documentation made it difficult to process translation files. A time-consuming process led to delays.

A lack of consistent quality

The decentralized approach resulted in translation quality varying from language to language, meaning that user experience suffered as a consequence.

Poor scalability

The decentralized organization meant that translations into new languages or for new software components needed extra organizational lead time.

This is where Milengo came in, having translated OPEN MIND's global marketing campaigns since 2001. In 2010, the proven quality of Milengo's translations convinced OPEN MIND to use the language service provider to both localize its entire software suite and translate its product documentation.

The solution

OPEN MIND continually publishes updates for its CAD/CAM solution hyperMILL, which means having a high-quality, uniform process is an absolute must.

This can only be achieved by using a translation provider that understands the challenges involved and that can coordinate the entire project process from providing the initial quote to delivering the final translations on time.

Joachim Heinz, Technical Editor at OPEN MIND says: “Milengo is the perfect partner for us, as they allowed us to plan the entire translation project and make it happen from start to finish. We get everything we need for flawless project management and a smooth workflow from a single source.”

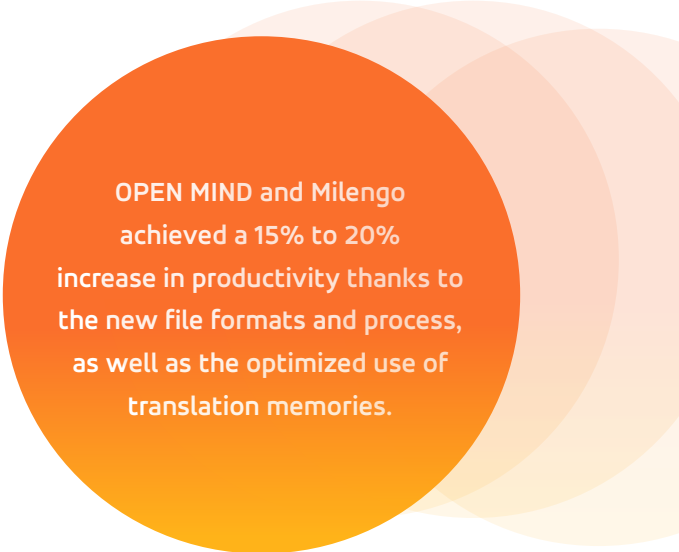
Thanks to its experienced project managers, specialized translators, and in-house engineering team, Milengo succeeded in adapting the translation process to OPEN MIND’s requirements in exactly the way OPEN MIND needed.



Establishing the Technical Setup

OPEN MIND and Milengo maintained open and trust-based communication right from the start. This was the only way to establish a reliable ongoing process.

“The close collaboration and open discussions meant we were able to shape our translation projects efficiently and continue to improve them as we go,” explains Joachim Heinz, Technical Editor at OPEN MIND



OPEN MIND and Milengo achieved a 15% to 20% increase in productivity thanks to the new file formats and process, as well as the optimized use of translation memories.

2010

Milengo provides technical consultation for the translation management system Trados Studio that OPEN MIND uses. Milengo handles file process and project handling in the tool from this point onwards.

2015

OPEN MIND switches documentation format, swapping MIF for XML. The FrameMaker files that were previously used were difficult to handle with Trados Studio. Milengo uses its many years of translation expertise to help support the client during the transition.

2017

The adoption of Milengo’s client portal Language Desk enables OPEN MIND to further speed up the translation and review management process.

2018

OPEN MIND introduces Paligo as a new authoring tool that guarantees the highest level of integration in the translation process. Content that has already been translated is now detected with pinpoint accuracy – avoiding expensive duplicate translations. Milengo’s engineering team develops custom scripts that make importing content into the translation tool a seamless process.

User Documentation – By Pros, for Pros

Thanks to its innovative CAD/CAM solutions, OPEN MIND is a technology leader on the digital manufacturing market. This demand for quality and perfection also needs to be reflected in its communication with users. That's why every translation project has to be professional and accurate in every language, as Edgar Gerlach, who is responsible for user software documentation at OPEN MIND, explains: "Our CAD/CAM solutions have to meet the highest requirements in the tool and die making industry, the automotive industry, the medical technology industry, and countless other industries. Simply having foreign languages skills doesn't mean you'll produce high-quality translations. Translators also need to have industry knowledge and prior technical experience."

Milengo selects its translators in line with ISO standards. Some of them have now been working for the client for over ten years. This proven approach is backed up by regular, standardized quality assurance checks. Each user manual and product also has its own carefully maintained translation memory that translators can use as reference for their current projects, thus ensuring that every text is of the same high quality.

Outlook

Over 20 years of collaboration have laid a strong foundation for global translation management. Thanks to Milengo, OPEN MIND benefits from innovative developments in translation technology and workflow integration. OPEN MIND and Milengo are a well-oiled machine, putting them in an excellent position for the future – because Milengo's scalable translation services makes it easy to add more languages whenever they're needed.



Let's talk!

If you want to learn more about Milengo's technical translation solutions, get in touch at sales@milengo.com

Milengo is an ISO 17100 certified language service provider with over 30 years of industry experience. With a strong emphasis on consultation, we design tailor-made translation and localization strategies for customers in the IT, software, hardware, manufacturing, and e-learning sectors. In doing so, we focus on the central requirements of these markets: industry-specific linguistic expertise, speed and cost efficiency.