European Language Resource Coordination
Connecting Europe Facility

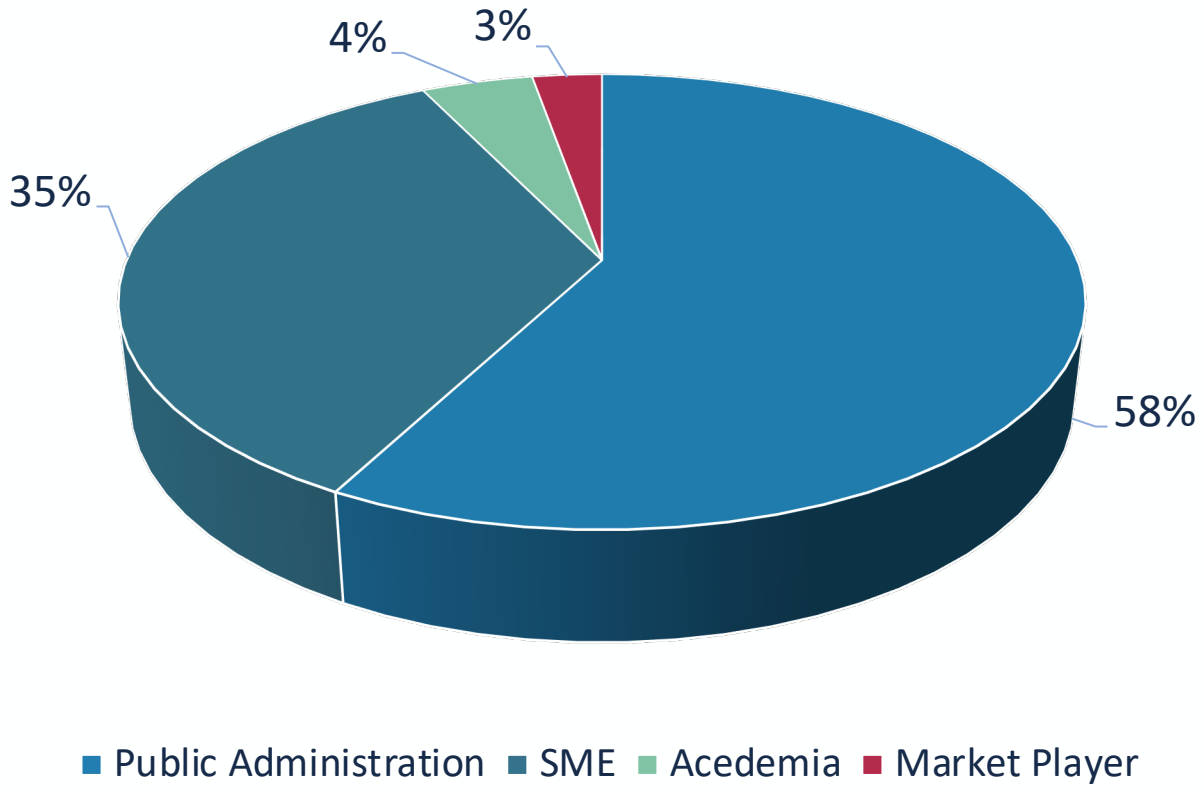
European Commission

LANGUAGE TECHNOLOGIES FOR THE LUXEMBURGISH PUBLIC SECTOR: CEF AT USER SURVEY FINDINGS

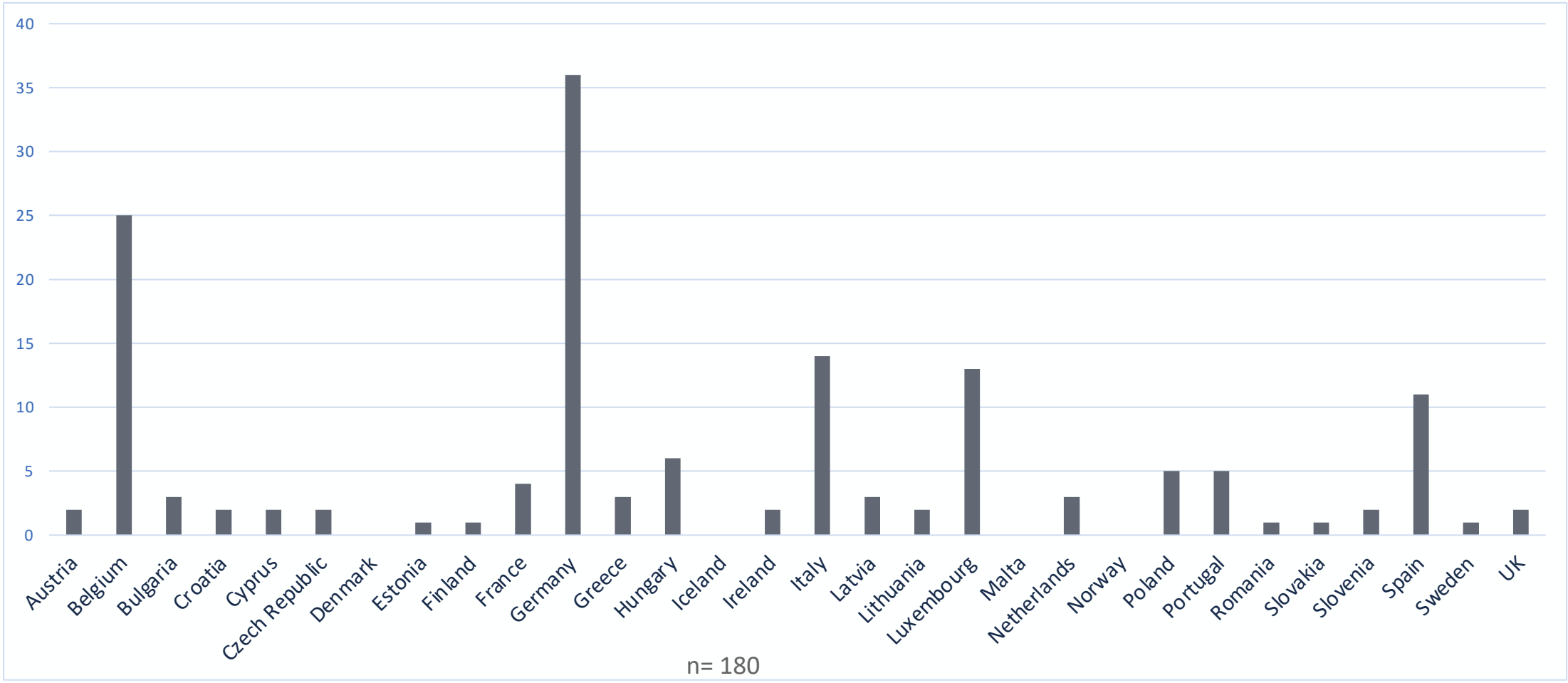
Thomas Vavra, IDC

2nd Luxembourgish ELRC Workshop, 11 December 2020

RESPONDENTS BY FIELD

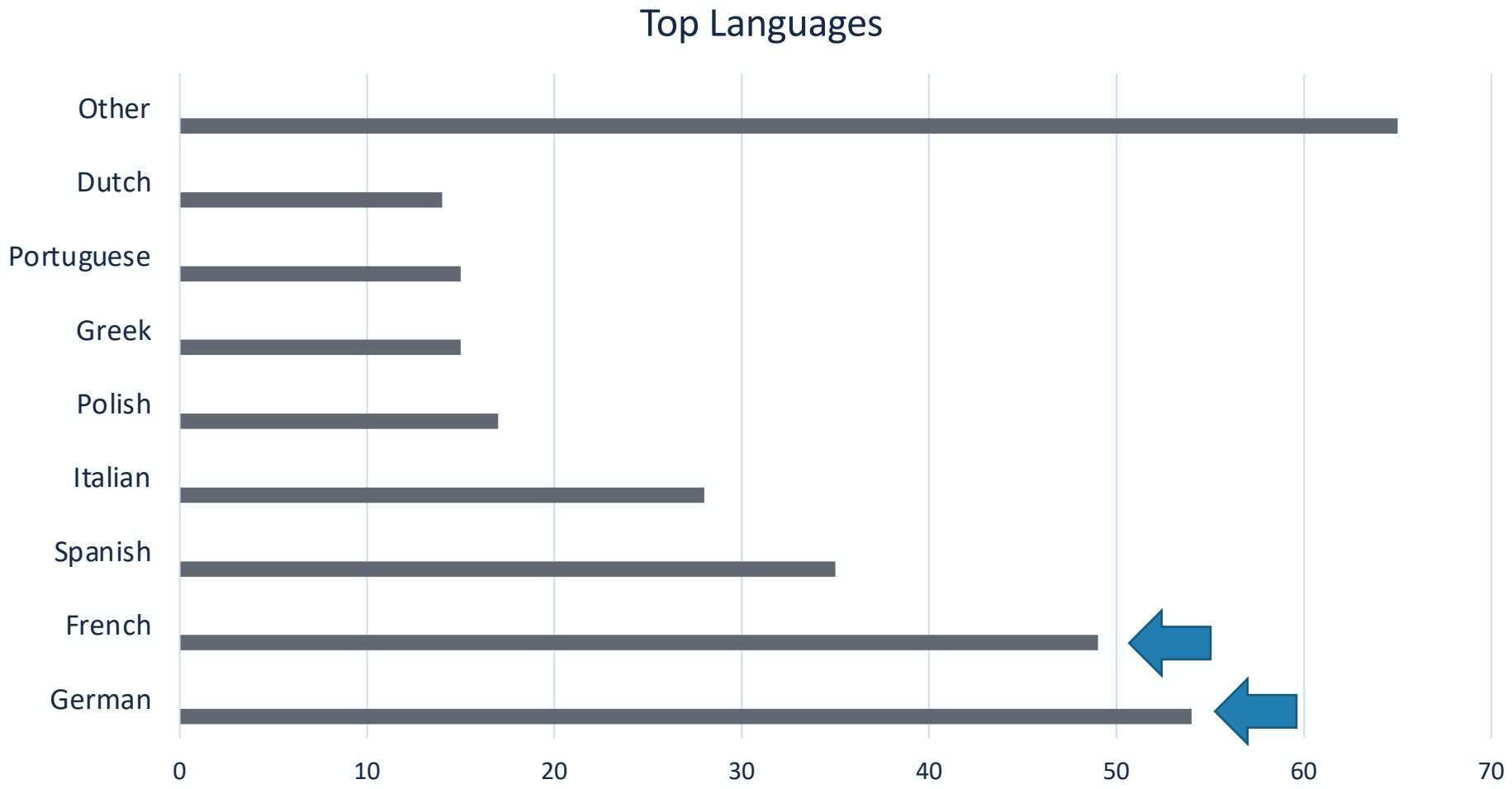


GEOGRAPHIC DISTRIBUTION OF RESPONDENTS

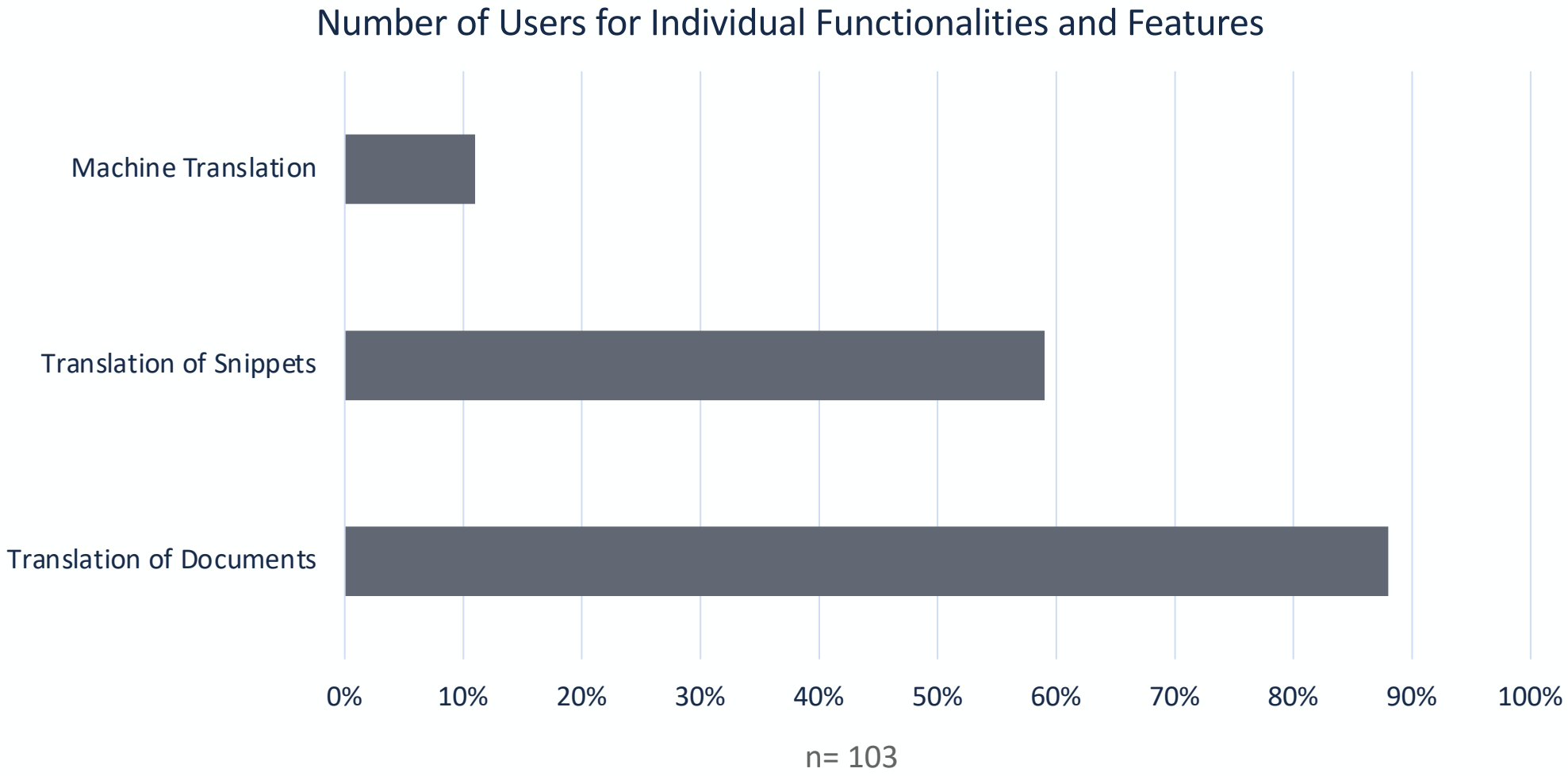


OTHER OFFERS AVAILABLE

Language Pairings (to or from English)

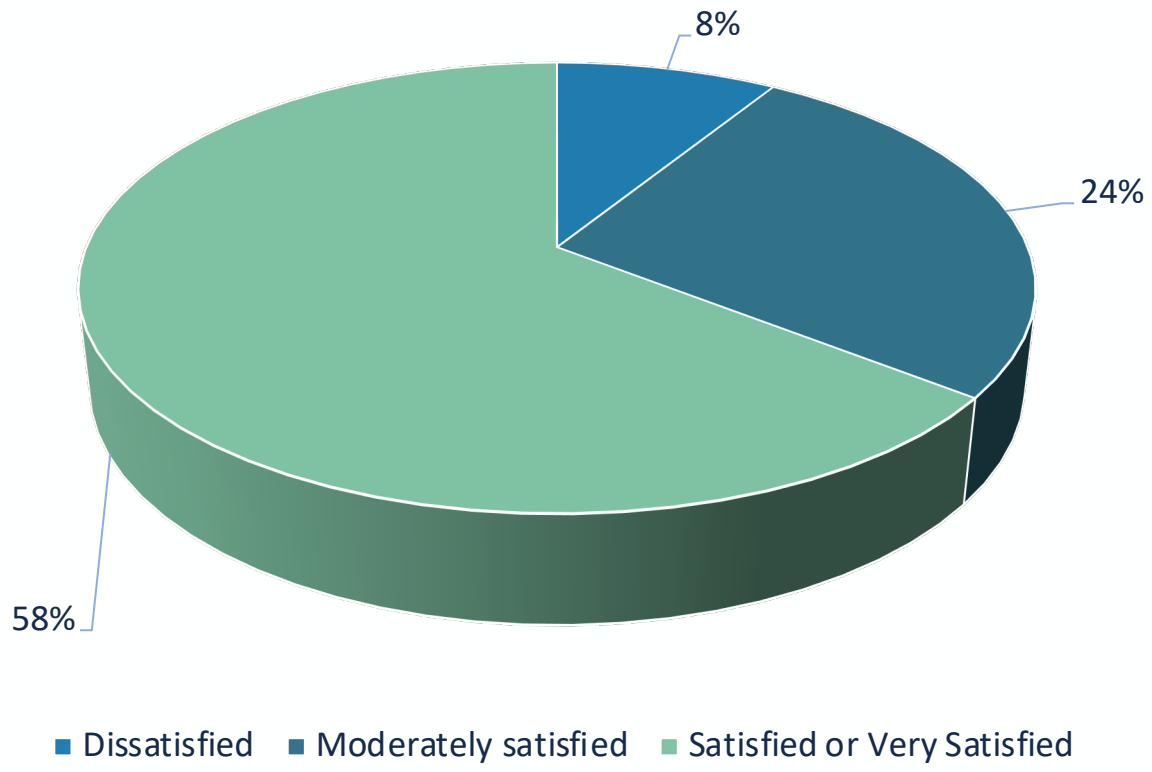


Top Use Cases



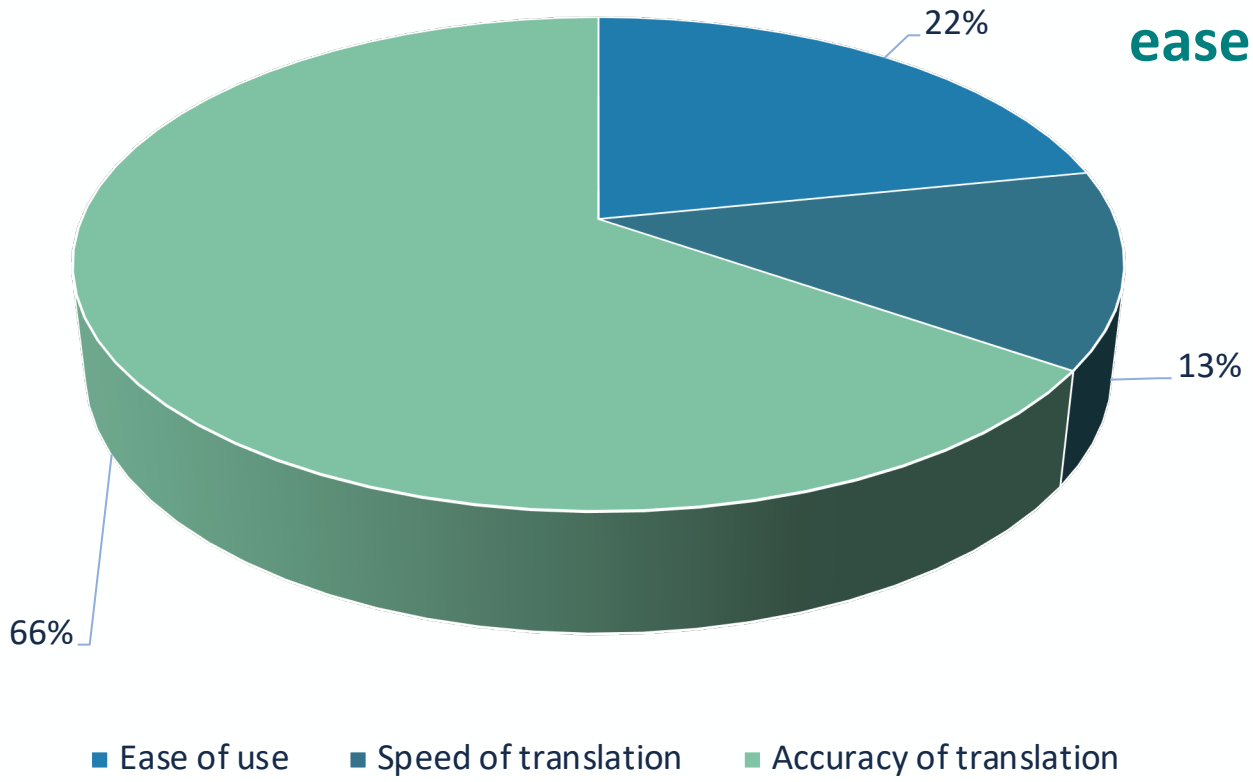
Overall Satisfaction with Platform

LU users give 4/5



WHAT PREVENTS GREATER USE

LU users are more concerned with ease of use



Most Requested Domains

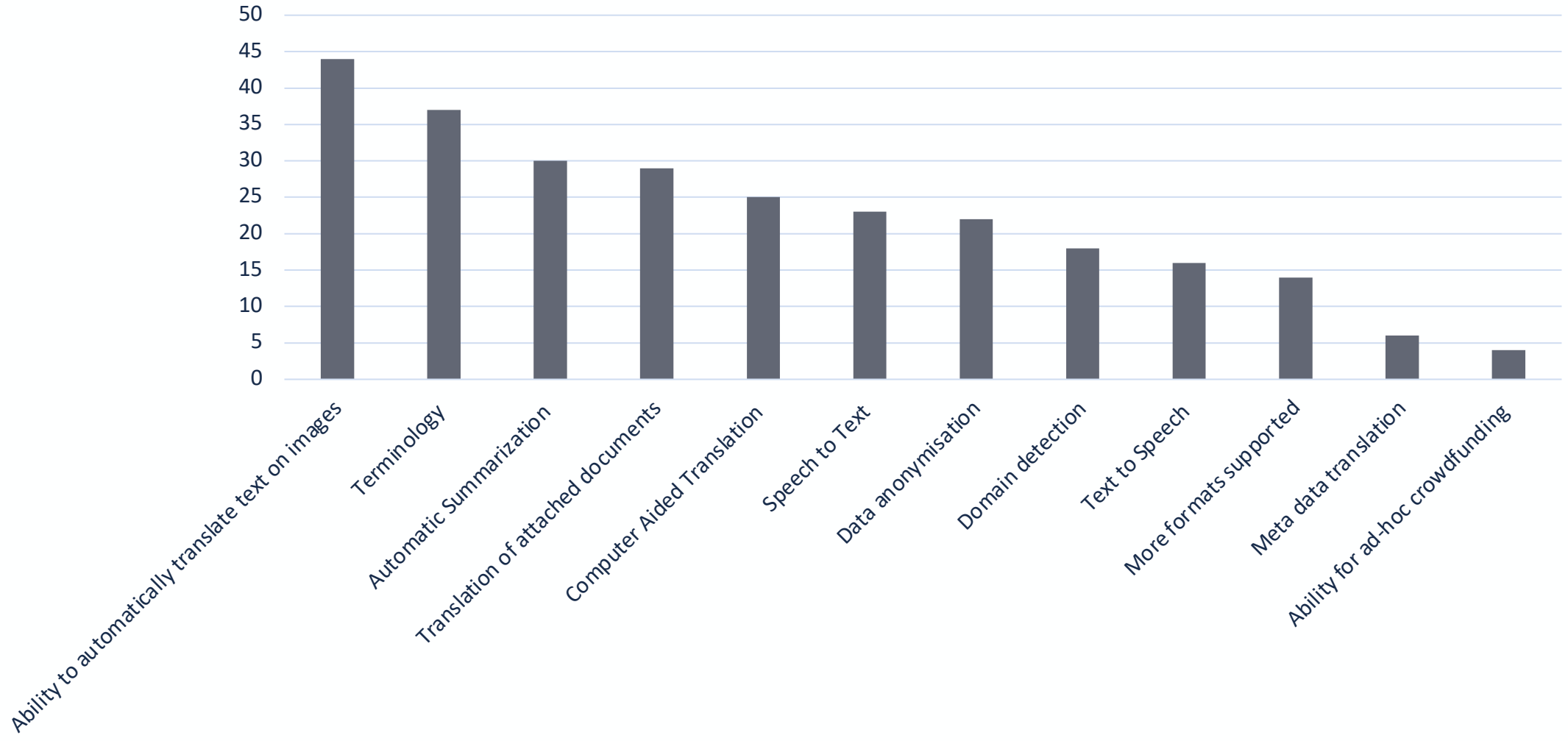
Public Administration

- Economy, finance and tax
- Science and technology
- Business
- Judicial and law enforcement
- Medicine and healthcare

SMEs

- Economy, finance and tax
- Science and technology
- Judicial and law enforcement
- Business
- Intellectual property and trademarks

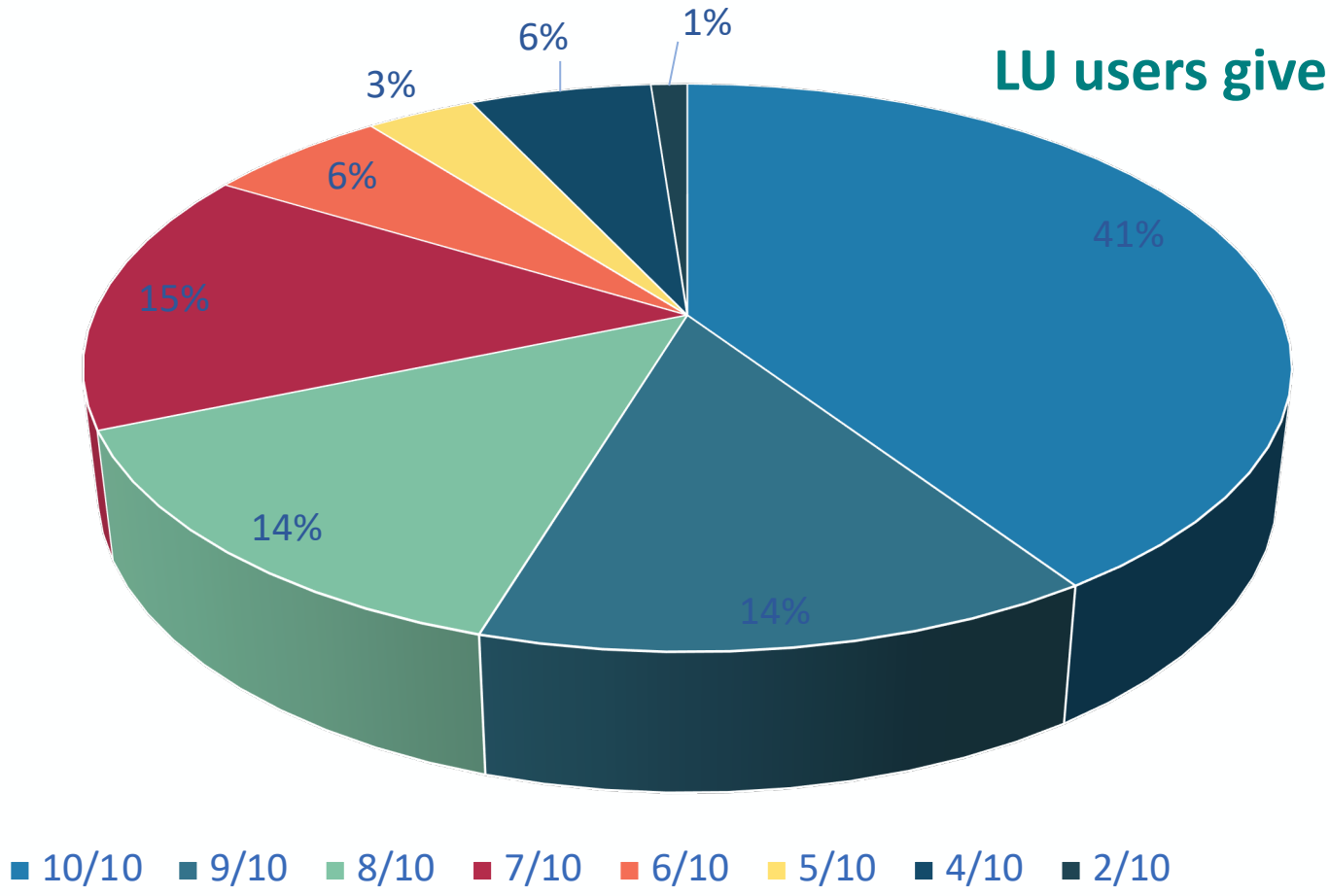
Most Requested Functionalities



What do SMEs Use CEF AT for?

- Translation of general administrative texts
- Customer support correspondence/interaction
- Translation of technical text/user manuals
- Translation of general correspondence
- Translation of product descriptions

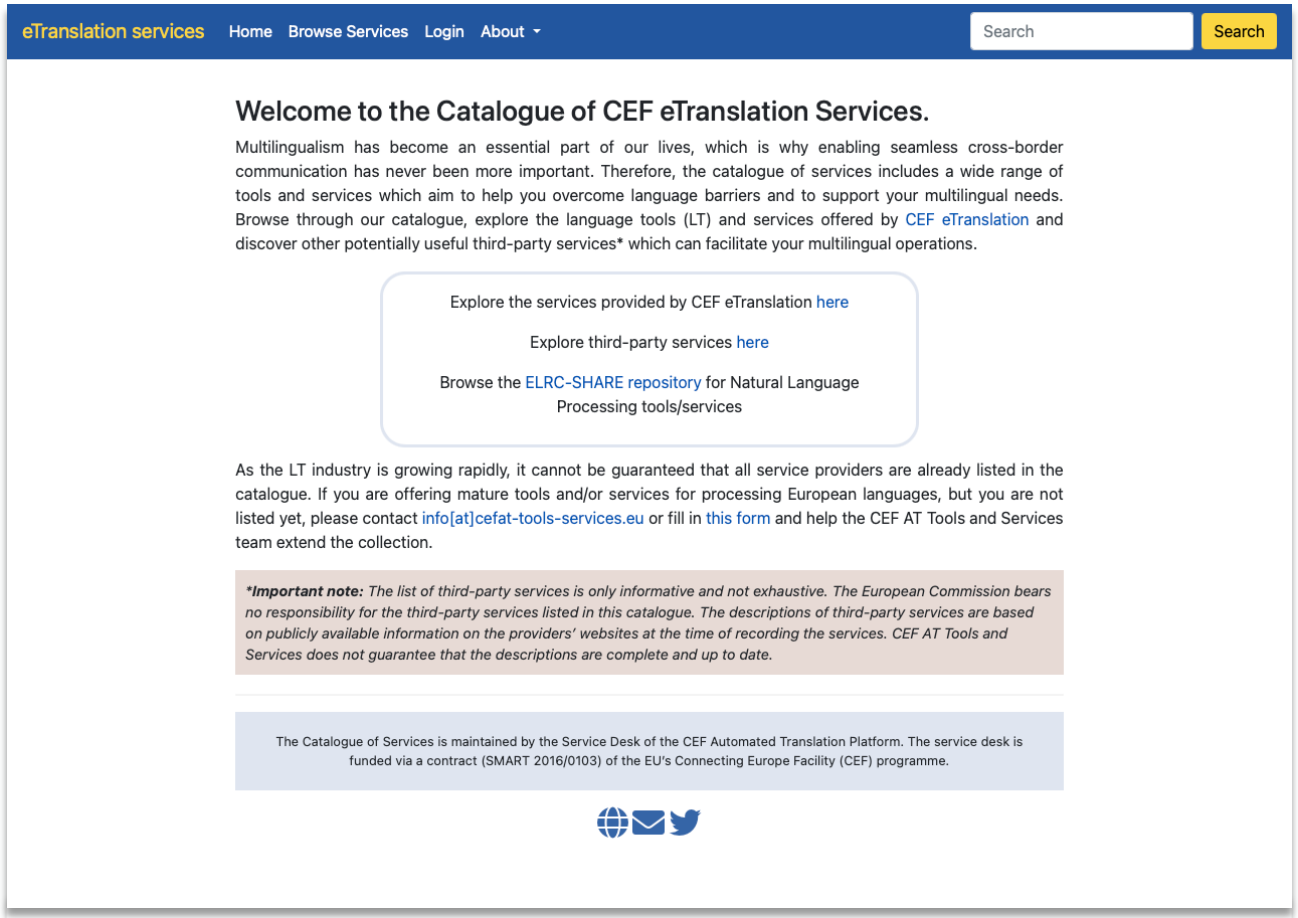
User Likelihood to Recommend CEF AT to Others



CONCLUSIONS

- Very high levels of satisfaction. Those using the platform will continue to do so and bring more users to it.
- **Quality of translation**, technical barriers, and incompatibility with existing IT are major factors inhibiting greater adoption.
- While usage is heavily focused on major languages – German, French, Spanish and Italian in particular – a wide variety of languages are being used.
- Encouraging response from SMEs who are eager to expand usage.
- Improvements to speed and quality will do more to increase usage than new functionalities or domains.

CATALOGUE OF CEF eTRANSLATION SERVICES



- Available at https://cef-at-service-catalogue.eu
- Almost 600 language tools/services from 444 different European providers
- Free text search
- Filter by function, task, language coverage, provider's country

Number of Tools/Services Included[1]

Per Function

153	Translation
405	Language Technologies
12	Data and Data Management
4	Community Support

Per Task

92	Machine Translation
59	Computer-Aided Translation tools
30	Anonymisation
91	Speech Recognition

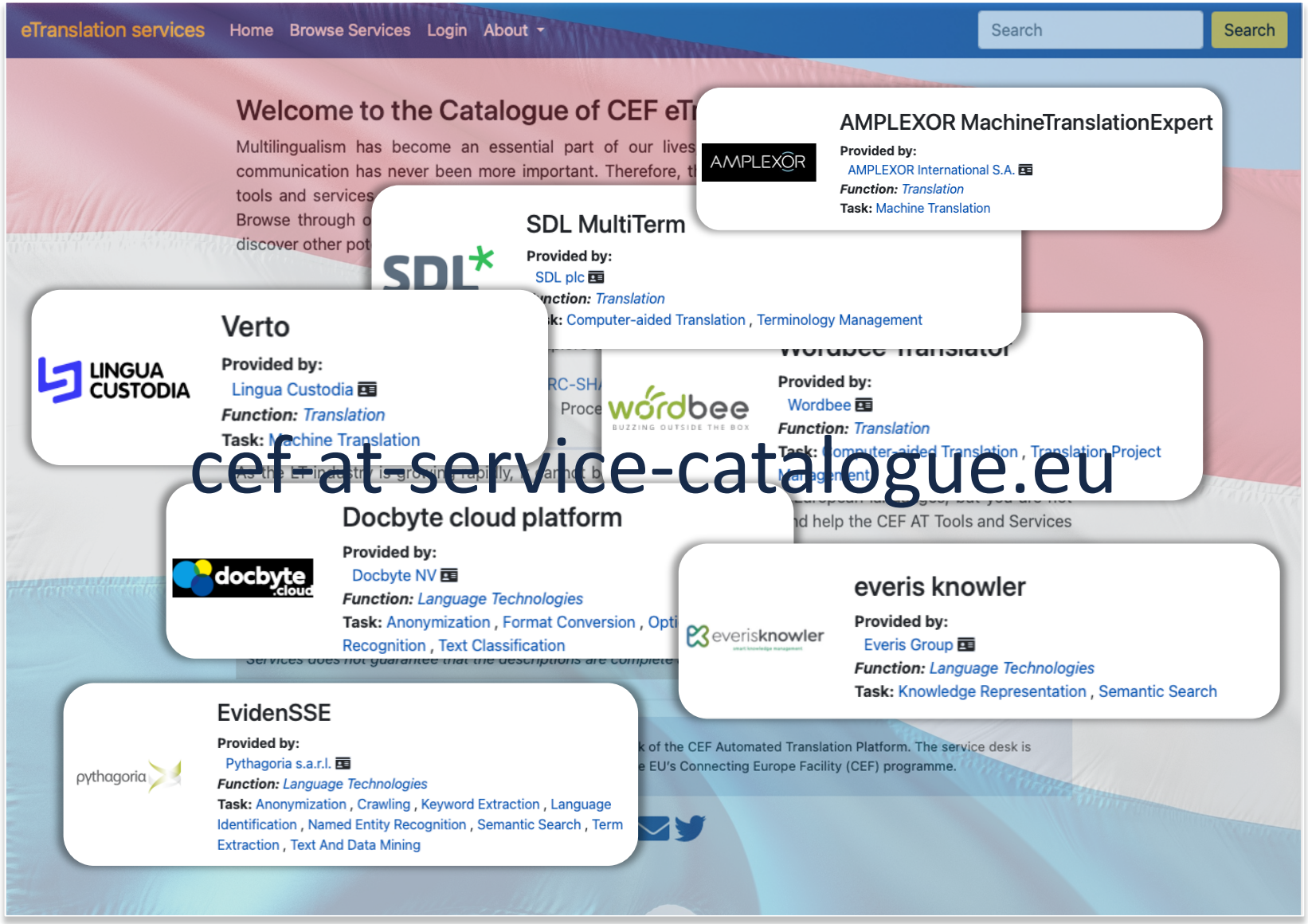
…and much more!

[1] as of November 2020

Providers from all across Europe

- Austria (14)
- Belgium (28)
- Bulgaria (5)
- Croatia (4)
- Cyprus (4)
- Czech Republic (23)
- Denmark (16)
- Estonia (10)
- Finland (20)
- France (47)
- Germany (95)
- Greece (15)
- Hungary (12)
- Iceland (2)
- Ireland (19)
- Italy (27)
- Latvia (6)
- Lithuania (5)
- Luxembourg (7)
- Malta (2)
- Netherlands (43)
- Norway (11)
- Poland (25)
- Portugal (8)
- Romania (7)
- Slovakia (2)
- Slovenia (7)
- Spain (60)
- Sweden (27)
- United Kingdom (59)

(as of November 2020)


eTranslation services
Home
Browse Services
Login
About
Search
Search
Welcome to the Catalogue of CEF eTr
Multilingualism has become an essential part of our lives
communication has never been more important. Therefore, t
tools and services
Browse through o
discover other pot
AMPLEXOR MachineTranslationExpert
Provided by:
AMPLEXOR International S.A.
Function: Translation
Task: Machine Translation
SDL MultiTerm
Provided by:
SDL plc
Function: Translation
Task: Computer-aided Translation , Terminology Management
Verto
Provided by:
Lingua Custodia
Function: Translation
Task: Machine Translation
Wordbee Translator
Provided by:
Wordbee
Function: Translation
Task: Computer-aided Translation , Translation Project
Management
cef-at-service-catalogue.eu
Docbyte cloud platform
Provided by:
Docbyte NV
Function: Language Technologies
Task: Anonymization , Format Conversion , Opti
Recognition , Text Classification
everis knowler
Provided by:
Everis Group
Function: Language Technologies
Task: Knowledge Representation , Semantic Search
EvidenSSE
Provided by:
Pythagoria s.a.r.l.
Function: Language Technologies
Task: Anonymization , Crawling , Keyword Extraction , Language Identification , Named Entity Recognition , Semantic Search , Term Extraction , Text And Data Mining
help the CEF AT Tools and Services
of the CEF Automated Translation Platform. The service desk is
EU's Connecting Europe Facility (CEF) programme.

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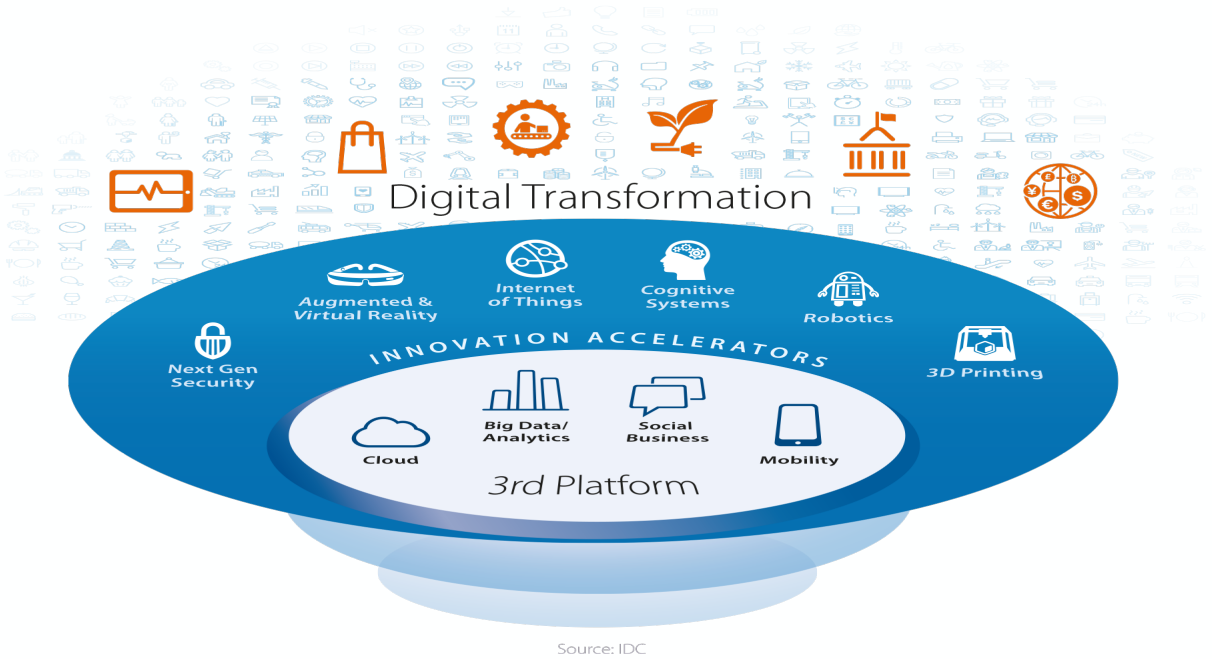

Source: IDC