

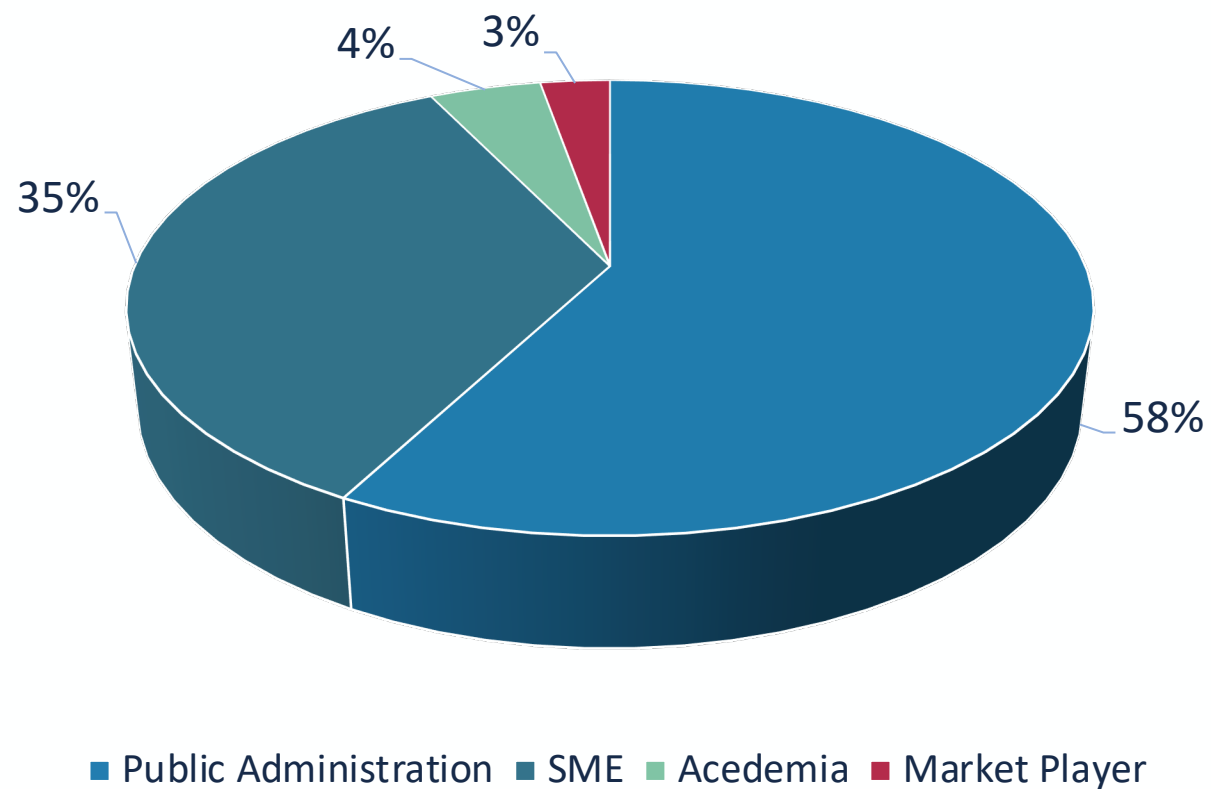
LANGUAGE TECHNOLOGIES FOR THE LUXEMBURGISH PUBLIC SECTOR: CEF AT USER SURVEY FINDINGS

Thomas Vavra, IDC

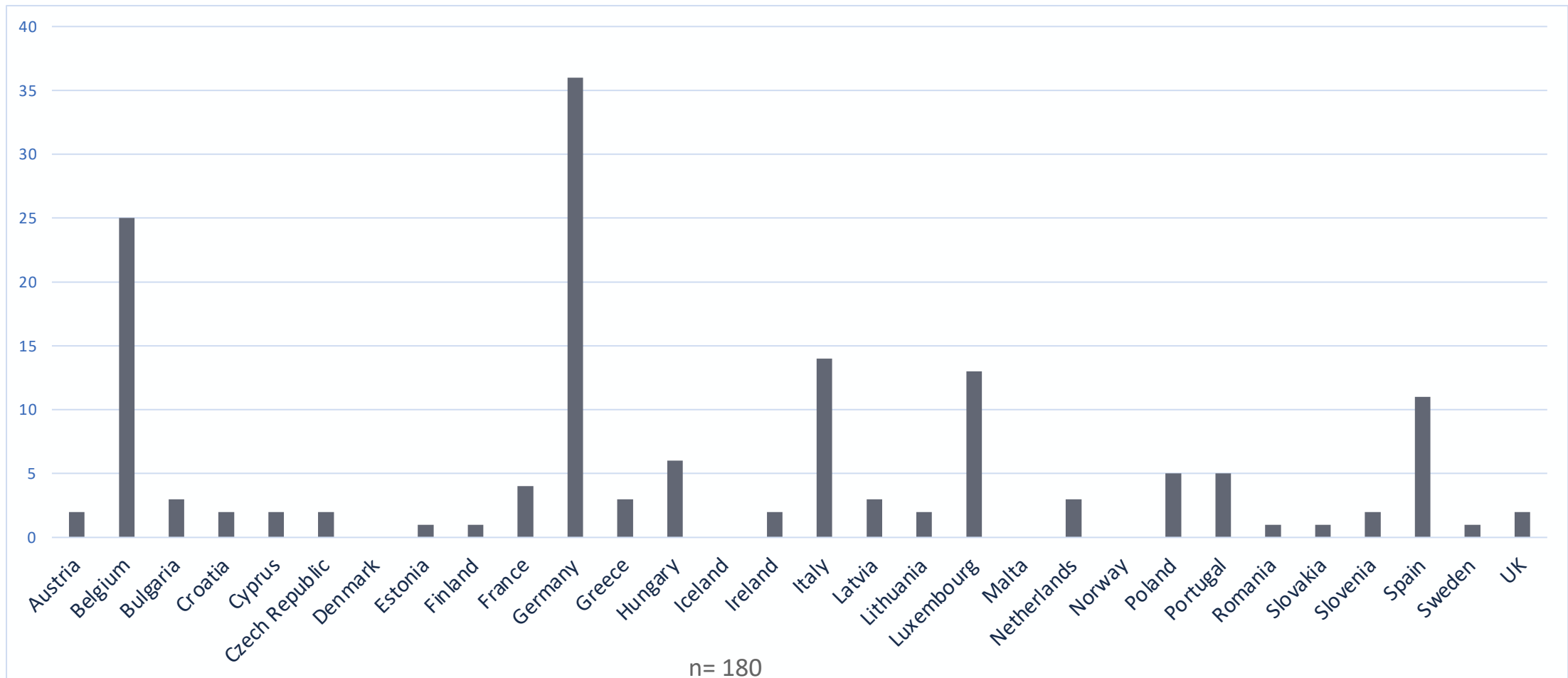
2nd Luxembourgish ELRC Workshop, 11 December 2020



RESPONDENTS BY FIELD



GEOGRAPHIC DISTRIBUTION OF RESPONDENTS

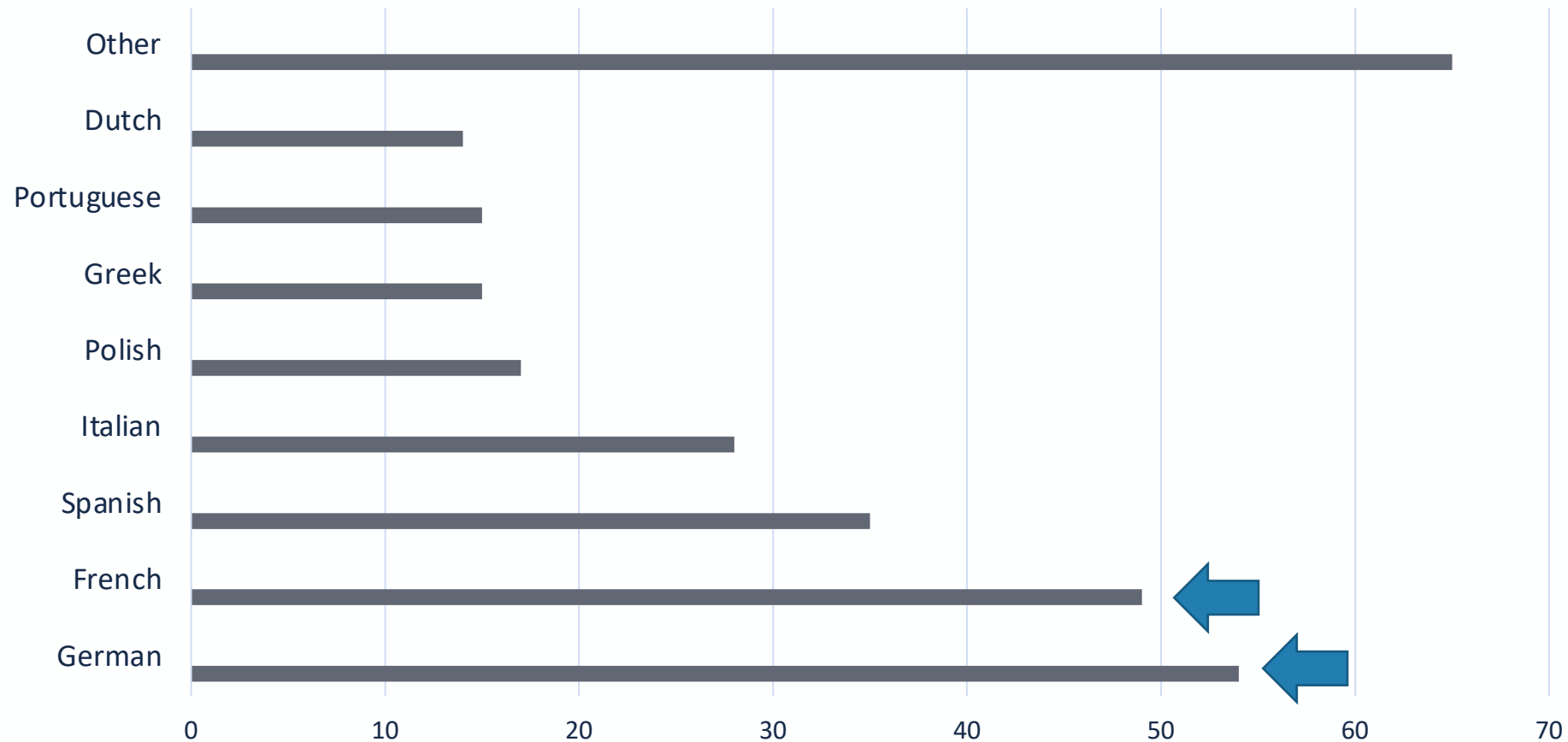


OTHER OFFERS AVAILABLE



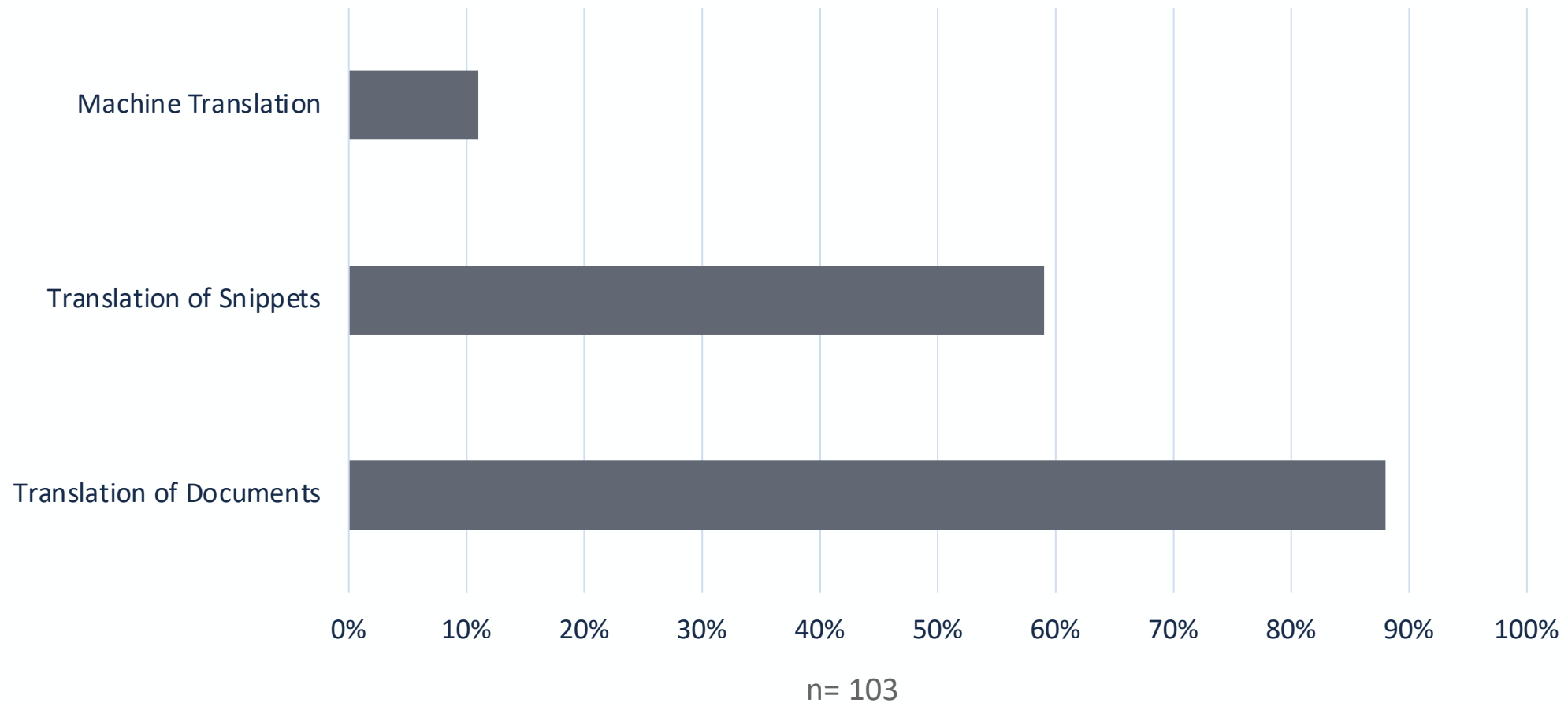
LANGUAGE PAIRINGS (TO OR FROM ENGLISH)

Top Languages



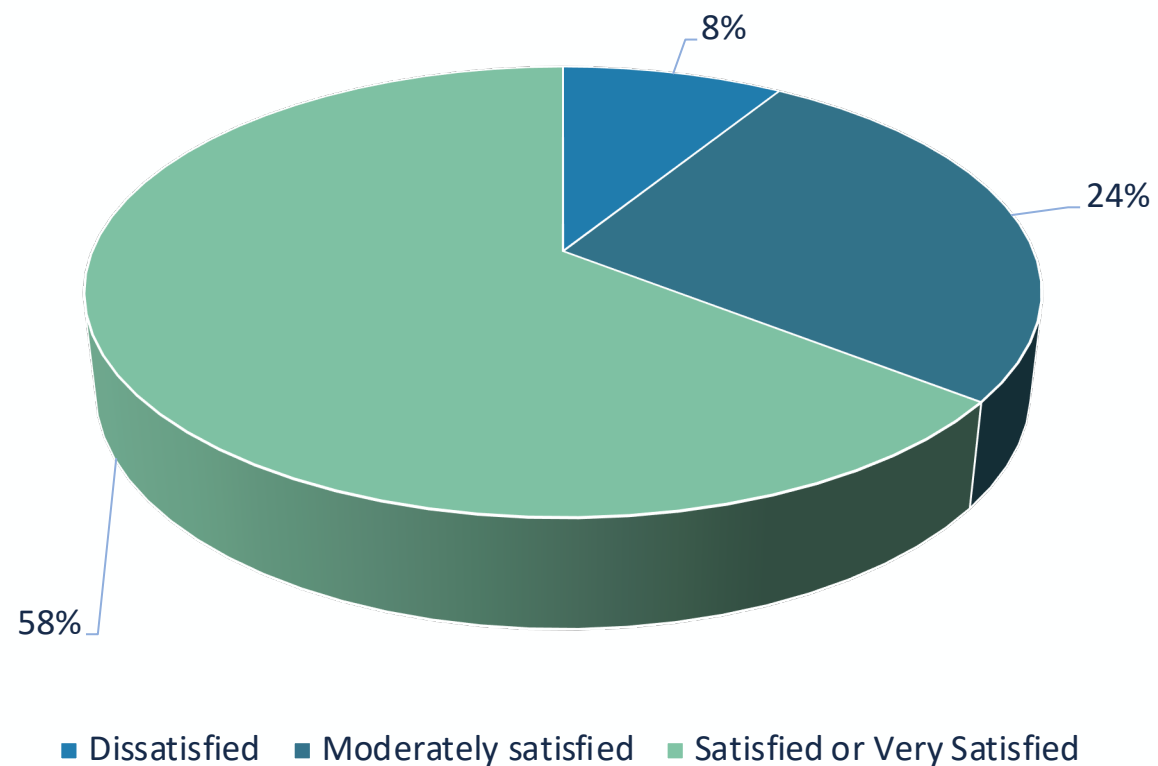
TOP USE CASES

Number of Users for Individual Functionalities and Features



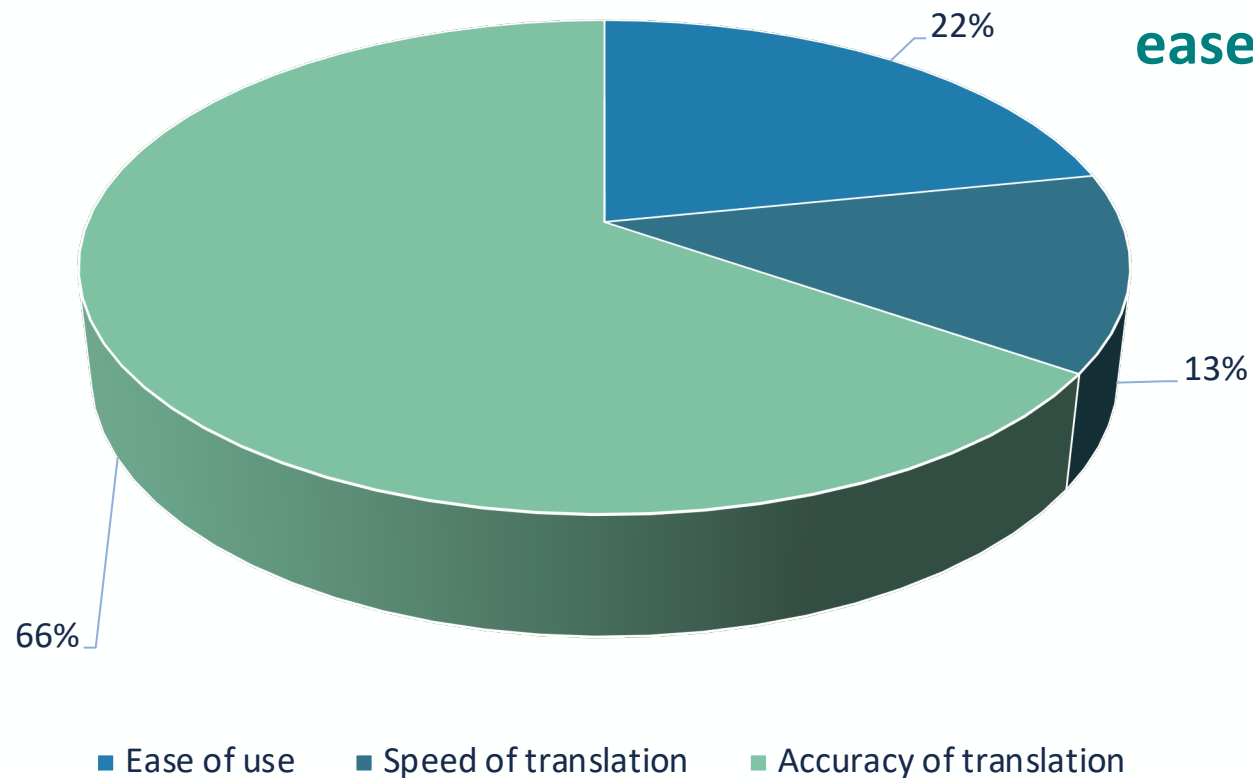
OVERALL SATISFACTION WITH PLATFORM

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

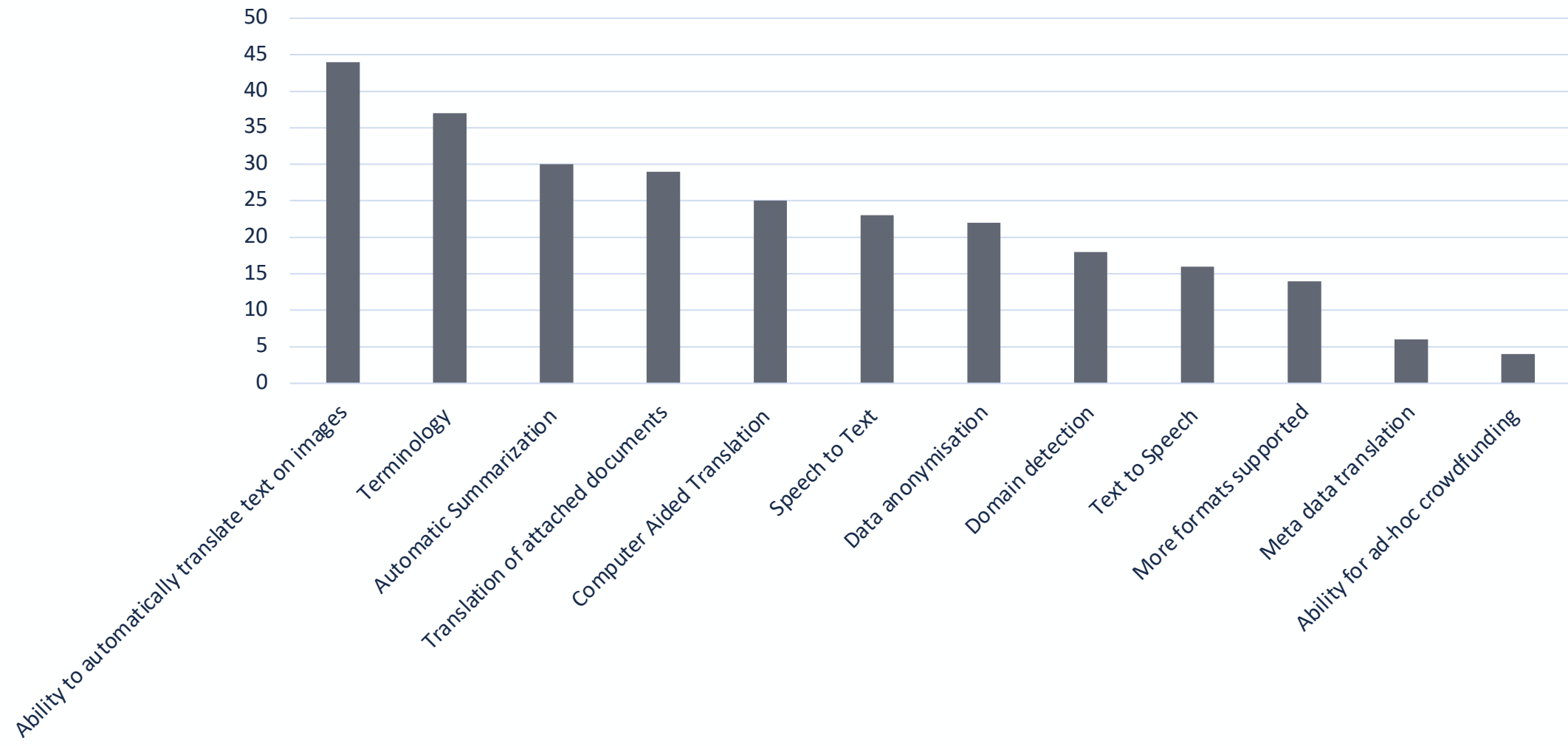
Science and technology

Judicial and law enforcement

Business

Intellectual property and trademarks

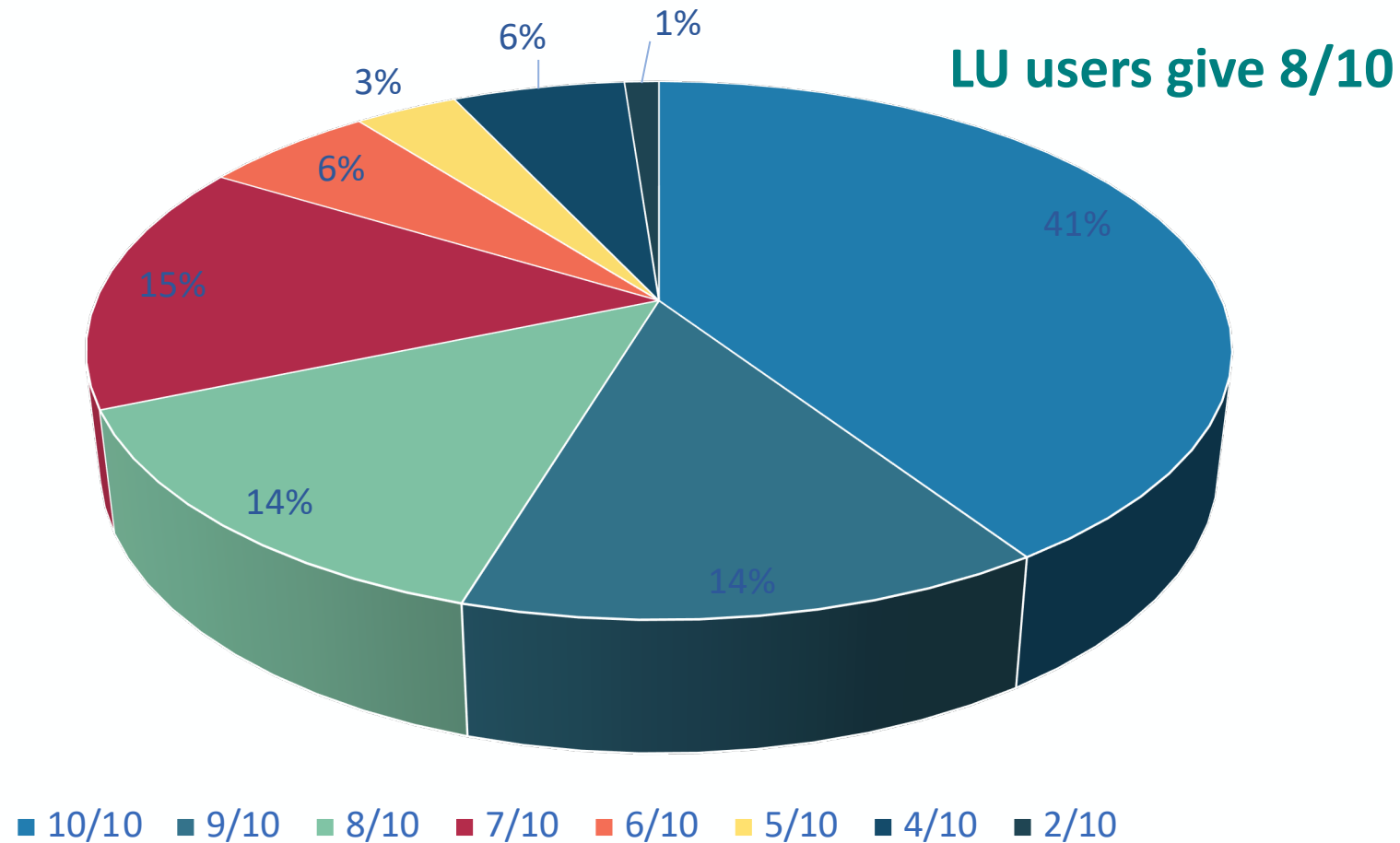
MOST REQUESTED FUNCTIONALITIES



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

eTranslation services Home Browse Services Login About ▾

Welcome to the Catalogue of CEF eTranslation Services.

Multilingualism has become an essential part of our lives, which is why enabling seamless cross-border communication has never been more important. Therefore, the catalogue of services includes a wide range of tools and services which aim to help you overcome language barriers and to support your multilingual needs. Browse through our catalogue, explore the language tools (LT) and services offered by CEF eTranslation and discover other potentially useful third-party services* which can facilitate your multilingual operations.

Explore the services provided by CEF eTranslation [here](#)


Explore third-party services [here](#)

Browse the [ELRC-SHARE repository](#) for Natural Language Processing tools/services

As the LT industry is growing rapidly, it cannot be guaranteed that all service providers are already listed in the catalogue. If you are offering mature tools and/or services for processing European languages, but you are not listed yet, please contact info@cef-at-tools-services.eu or fill in [this form](#) and help the CEF AT Tools and Services team extend the collection.

***Important note:** The list of third-party services is only informative and not exhaustive. The European Commission bears no responsibility for the third-party services listed in this catalogue. The descriptions of third-party services are based on publicly available information on the providers' websites at the time of recording the services. CEF AT Tools and Services does not guarantee that the descriptions are complete and up to date.

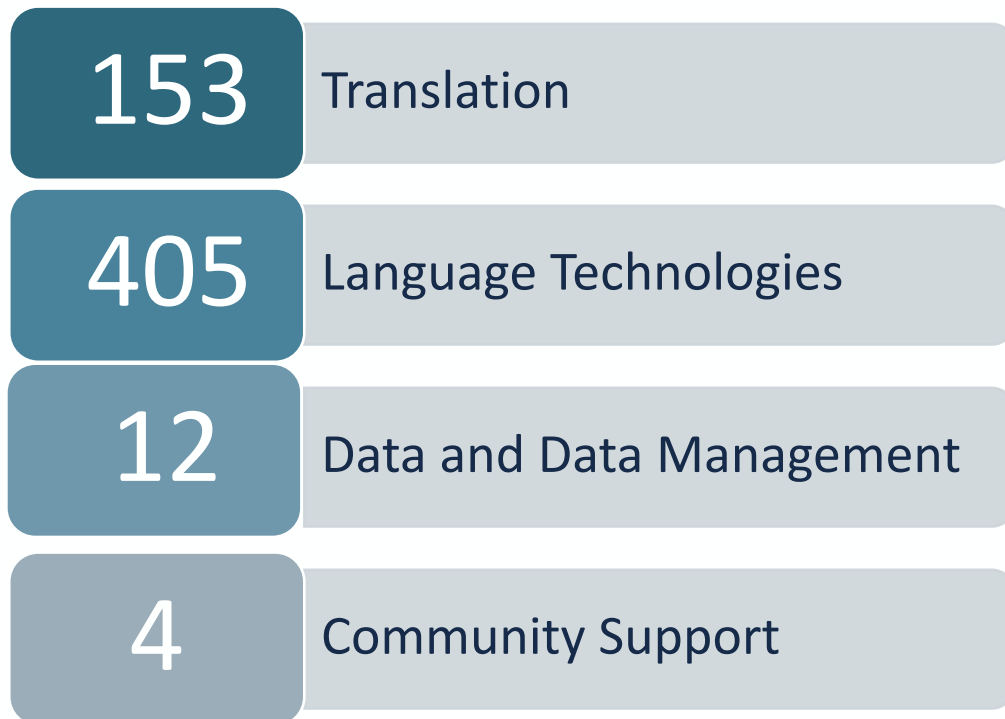
The Catalogue of Services is maintained by the Service Desk of the CEF Automated Translation Platform. The service desk is funded via a contract (SMART 2016/0103) of the EU's Connecting Europe Facility (CEF) programme.



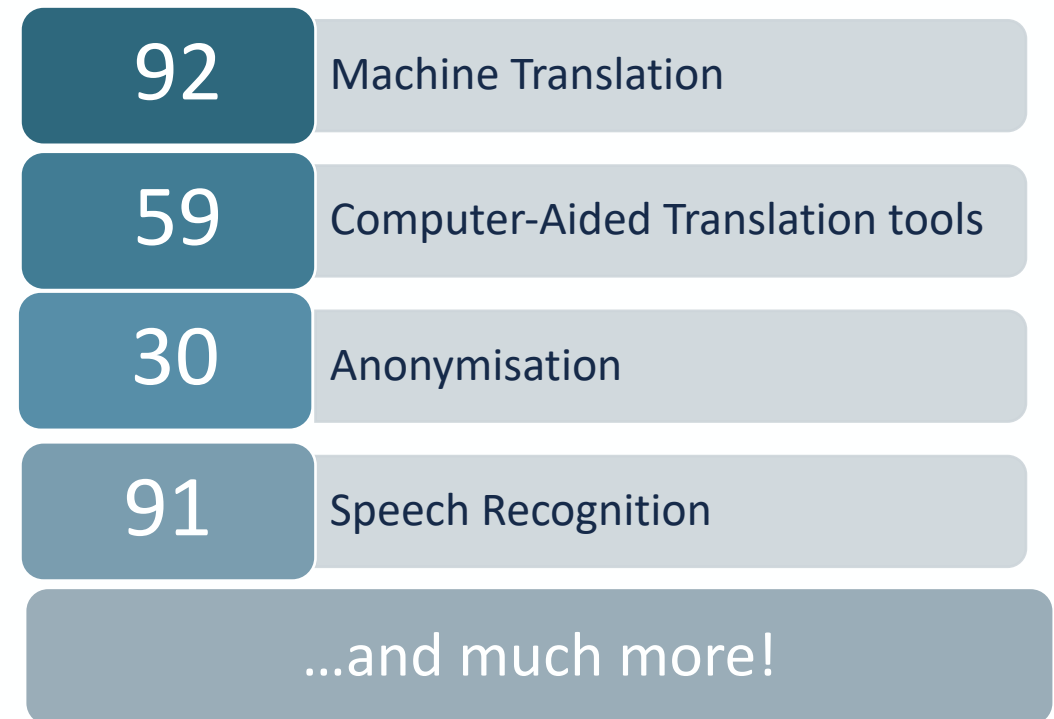
- Available at <https://cef-at-service-catalogue.eu>
- Almost 600 language tools/services from 444 different European providers
- Free text search
- Filter by function, task, language coverage, provider's country

NUMBER OF TOOLS/SERVICES INCLUDED¹

Per Function



Per Task



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 eT

Multilingualism has become an essential part of our lives. Communication has never been more important. Therefore, tools and services that help us overcome language barriers are essential. Browse through our catalogue to discover other potential services.

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

Docbyte cloud platform

Provided by: Docbyte NV

Function: Language Technologies

Task: Anonymization, Format Conversion, Optical Character 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

cef-at-service-catalogue.eu

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