



SYSTRAN

Use Case



SYSTRAN
beyond language

iDiscovery Solutions, Inc. (iDS) chooses SYSTRAN Connector for Relativity, resulting in increased efficiency and productivity.

“ Now translating documents cost pennies, whereas foreign language reviewers cost well over \$100/hr. With SYSTRAN, iDS has been able to accommodate their most trusted clients and add new ones. ”

The Challenge

One of iDS' clients had documents written in foreign languages. Without employing human translators, neither the client or iDS had a formal translation process to review multilingual documents. As a trusted partner to their clients, it became imperative for iDS to provide a high-quality translation service that worked seamlessly with their document review tool and was fast, accurate, cost-efficient and secure.

The Solution

iDS selected SYSTRAN Connector for Relativity as a solution to overcome the challenge. iDS identifies multilingual documents and sent them to SYSTRAN Connector for translation in Relativity. The seamless integration with Relativity allowed iDS to accomplish their objectives, thanks to an easier and more efficient process. iDS now has the ability to review original extracted text and translated extracted text without leaving the Relativity platform.

Currently, iDS has four active matters that require language translation. Ken Shuart, Senior Manager of Innovation, says

“ Our workflow has been to identify documents needing translation, batch them, sometimes up to 2000 per batch, and send them to SYSTRAN for translation, so they are ready for review ahead of the review team. ”

At present, iDS has the ability to translate two languages and is prepared to add additional SYSTRAN language packs to support its growing number of foreign language matters.

In addition to the software, the SYSTRAN team provided professional services, including specifications to host SYSTRAN in their existing environment. A recent migration of IT infrastructure, which included moving the SYSTRAN server to a more secure environment, was fully supported by the tech support team.

“ SYSTRAN enabled iDS to provide translation services, expanding our role with current and new clients. In just three months, we cut our average document review time from several days to several minutes, allowing the review team to continue their work without interruption. SYSTRAN was able to keep the data behind the wall. it works within our environment, so there was no need to send out privledged docs for translation. ”

-Ken Shuart,
Senior Manager of Innovation

The Results

SYSTRAN's solution was integrated into iDS' system without interrupting the existing workflow, resulting in increased efficiency and productivity. The seamless integration kept the review team from stalling or setting translation-required documents aside. Their workflow batched multilingual documents, so translations were done ahead of the review team, increasing workforce productivity. Depending on the size of the document, translation can take a few seconds to maybe a minute. In addition to increased productivity, iDS has been able to significantly reduce that cost. Now translating documents cost pennies, whereas foreign language reviewers cost well over \$100/hr. With SYSTRAN, iDS has been able to accommodate their most trusted clients and add new ones.



About SYSTRAN Software

For over four decades, SYSTRAN has been the market leader in language-translation products and solutions, covering all types of platforms, from desktop to internet and enterprise servers. To help organizations enhance multilingual communication and increase productivity, SYSTRAN delivers real-time language solutions for internal collaboration, search, eDiscovery, content management, online customer support and e-Commerce. SYSTRAN is headquartered in Seoul with offices in South Korea, Paris, France and San Diego, United States.

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