Presentation

Stephan Wick and Samuel Läubli

Neural Machine Translation for Increased Human Translation Efficiency at Migros Bank

Abstract:

Migros Bank translates more than one million words per year from German to French and Italian. To support their internal team of human translators, the bank decided to develop an in-house neural machine translation system as the use of online services was ruled out for quality and security reasons. This system has been operational on Migros Bank's own infrastructure since mid-2018, meaning that any new email, website or marketing text can be translated automatically without ever leaving the company's network.

In this presentation, we summarise lessons learnt from both a business and technical perspective. We also present results from a blind comparison of the Migros Bank system with DeepL, and results from a productivity study with the internal translators. The latter shows that human translators are 35% faster when using Migros Bank's machine translation system.

Biography: Stephan Wick is COO at Migros Bank. He holds an Msc in Computer Science and Economy from the University of Zurich. Before joining Migros Bank in 2004 he worked as Software Engineer and Project Manager at SIX, USB and Credit Suisse.

Samuel Läubli is Partner and CTO at TextShuttle. He holds an MSc in Artificial Intelligence from the University of Edinburgh, and pursues a PhD in Machine Translation at the University of Zurich.

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