THREE TYPES OF AUTOMATION

LINGUISTIC AUTOMATION

TRANSACTION AUTOMATION

Between systems

PROCESS AUTOMATION

Within systems

SOME AUTOMATION EXAMPLES

✓ Pre-translation

✓ Machine translation

✓ Automated analysis

✓ Quality assurance

✓ Third-party quality assurance

✓ MT confidentiality estimation

✓ LQA sampling

✓ Automated forwarding

✓ Approval workflows

✓ Translation memory updates

✓ Number reformatting

✓ Delivering documents to the customer

✓ Content management system can create projects

✓ Translation management system can create projects

✓ Customer portals

✓ Vendor portals

WHAT YOUR BOSS WANTS

💰 Time is cost

Myth: You can only manage what you can measure

☺ Customer is first

Myth: You can't say no to a customer

Myth: Customers are stupid and cannot be educated

📈 Budget is King

Myth: Everything needs to be budgeted according to allocation

💻 Automation is trendy

Myth: Throw your internal team of developers at everything and they'll figure it out

Myth: People know what makes them efficient

WHAT YOU WANT

Less stress and peaks

Reality: Scalability means working a little more to achieve way more in the future

Higher value add

Reality: Your salary and promotion depends on how much you can process.

Meaningful agreements

Reality: The #1 thing that holds you back from automation is ambiguity in the process. Be a communicator, not a problem solver, unless the stated goal is to solve the problem.

THE JOURNEY TO HIGH

VALUE ADD IS THROUGH

MAKING YOURSELF

UNNECESSARY ☐ THIS IS

THE KEY TO SUCCESS.

WHAT NOBODY REALLY KNOWS USUALLY
(and I'd be very interested in learning from you)

✔ What do you do on an average workday?

✔ What do your colleagues do on an average workday?

✔ How to attribute your time to billable/unbillable work

✔ How's a multilingual project different from a bilingual project

✔ Definitions:

    - What's a project

    - What's a task/job/item

✔ How's an update handled in the organization?

TWO WAYS TO START

The big picture

- You're an internal consultant

- You dream big and work hard to make a new approach work

Small steps, one step at a time

- You're a technology user

- You enjoy and disseminate the small wins

HOW TO IMPROVE PROCESSES?
CONSULTANT'S PERSPECTIVE
PHASE 1: INFORMATION GATHERING

Identify what are your end-to-end processes

Customer/end customer/content type (people?)
Inputs and outputs (data?)
Service type (what?)
Tools being used (how?)

Include as much as you can that relates to a single process

Collect every variation

Prioritize them based on

Tasks (what's a task?)
Cooperation (how likely are you able to work well with customers, vendors, colleagues)

HOW TO IMPROVE PROCESSES?
CONSULTANT'S PERSPECTIVE
PHASE 2: OBJECTIVE SETTING

1. Create an objective for the process

2. Be brave, and research how else the same objectives could be reached

3. Create a list of steps and establish an objective for each step in the process. Forget about how it's done and forget the organizational silos!

4. Discuss the objectives of each step involving your colleagues

5. Decorate the steps with essential information
   - ✓ Inputs and outputs to each step
   - ✓ Who does what in this step
   - ✓ When is the step successfully performed

HOW TO IMPROVE PROCESSES?
CONSULTANT'S PERSPECTIVE
PHASE 3: SIGN-OFF

1

Get every stakeholder to agree to the full process description

2

Make sure you help find a place for those in the organization whose old job is going to be considerably less, easier or no longer necessary

3

Implement and automate

HOW TO IMPROVE PROCESSES?
EMPLOYEE'S PERSPECTIVE

Identify what are the things that are not uniform for you

Understand why these things are not uniform

If there's no easy way of understanding it, discuss the reasons with your boss, and encourage them to take it higher up if they don't know

Describe what you do in easy-to-understand steps

Ask your peers and boss to review these steps and comment on what they'd do differently

Use technology to automate parts of the process

SO HOW TO APPROACH THE BOSS?

1 Understand who are the decision-makers, and what their approach is towards you and the idea of automation.

2 Once you have a list of whom you need to convince, understand what's important for each of them, and what are their fears. Employee evaluation talks is a good place to start.

3 Identify why you are interested in automation and how that affects your career.

4 Understand what can hold back automation (mostly it'll be personal pride or fears).

PITCHING THE CASE FOR AUTOMATION

1 Don't be afraid of ROI calculations. They just have to be logical.

2 Give insights into the shortcomings of the current process and also the attitudes of other stakeholders.

3 Come up with some suggestions for solutions, and if it's a hard sale, alternatives. Many bosses like starting with the low-hanging fruits.

4 Come up with a plan on who does what and when. Don't forget about personal responsibilities. How do you see your role?

5 Be straightforward about costs and timeframe.

6 Address their fears by risk management advice (what if?).

THE CASE FOR EXTERNAL HELP

1 It's increasingly evident that many times you're dealing with a combination of systems. Do you have the technical capacity inhouse to implement solutions?

2 Do you have the technical capacity inhouse to design solutions? Can you map all possibilities and suggest what to do in each case?

3 You may need to hire developers, and you may need to hire consultants.

4 The best and most important asset in process automation is process engineering - you don't need to be a developer or know all the tech in the market.

5 Telling them your maximum budget upfront cuts time.

Thank you!