

Kiefel ensures linguistic quality in technical documentation with Congree

KIEFEL GmbH is one of the global market leaders in the design and manufacture of machines for processing plastic films. Their main area of expertise is in the key technologies of joining and molding. The company embodies solutions, technology, quality, reliability and customer service. These values are also reflected in their technical documentation. High text quality in terms of comprehensibility, terminological consistency and, of course, proper spelling and grammar are the top priorities. To ensure this, Kiefel introduced Congree's language technology in 2015.

Authors in mechanical engineering companies face the daily challenge of both creating content on schedule and devoting time to perfectly written texts. To overcome this dichotomy, Kiefel decided to introduce an author assistance tool. This helps authors ensure the quality of technical documentation in terms of spelling, grammar, company terminology, and general as well as company-specific style rules. The company manages its texts in SCHEMA ST4. Authors use Microsoft Word to edit the text modules stored in this content management system.

■ Author assistance in the familiar working environment increases acceptance

When searching for the right solution, it was important to Kiefel that it could be integrated as a plugin in the software being used by their authors. The company already had a terminology database, but it was not being used consistently. The reason for this was the additional time involved. The terminology database was a separate application that had to be accessed manually. The authors also lacked support on how to formulate some concepts in an understandable way. That's why the company was looking for a solution that fits perfectly into their software's interface.

When sounding out the market, the project managers came across Congree Authoring Server, which has the required plugins. However, what really convinced Kiefel was the linguistic check of the texts in real time and the high quality of the Language Check, which covers 98% of the German and English languages. The software has been continuously developed for 30 years. The experience acquired with a wide variety of texts during this time has been incorporated into the software.

■ **Real-time text check and high linguistic quality were convincing**

While writing or revising text modules in SCHEMA ST4, Congree checks for proper spelling, grammar and terminological consistency. In addition, the writing specifications jointly defined with the authors are configured in Congree and prioritized by importance. It also stores the entries from the terminology database.

While writing, the author receives immediate feedback when any rules are violated and is given suggestions for correcting them. The information appears in different colors depending on the priority assigned in the system. This enables effective handling of Congree notifications. Authors can initially focus on the most important spelling and grammar corrections, and then take care of stylistic shortcomings. Another mechanism, the “release level”, provides information about how well or badly a text is written. From the total number of errors detected, Congree calculates a number on a scale of 0 to 100. The higher the number, the less revision required.

■ **Error-free, comprehensible texts streamline the translation process**

It's not just the experts creating documentation for KIEFEL GmbH's complex products who benefit from the Language Check, but translators as well. Since Kiefel operates on a worldwide basis, technical documentation must be available in more than 20 languages. “Our translation department rates the use of this technology in copywriting as hugely positive,” says Simon Maier, Head of Technical Services, Documentation, Standardization at KIEFEL GmbH. “This is how many potential sources of error can be eliminated before translation starts. There are fewer questions, and the number of revision cycles has decreased.” At the same time, the use of Congree resulted in a reduction in the number of different names for the same things, which in turn reduced the translation workload.

■ **Successive approach results in continuous quality improvement**

Before introducing Congree, Kiefel already had extensive databases that authors use for product documentation. Existing texts are checked when adjusted by Congree and can then be reused with assured quality. Moreover, Congree speeds up the creation of new texts: The solution provides real-time prompts with sentences that have already been written and checked in the past for the author to accept. Since accepting sentences saves valuable time over having to reformulate them, authors like and frequently use this Authoring Memory feature.

■ Global use

Since 2018, fellow employees from KIEFEL Packaging GmbH in Micheldorf, have also been working with the combination of SCHEMA ST4, Congree and Across. The working environment is provided globally via Citrix. Fellow employees of a subsidiary company in Mumbai also work on this basis, producing approx. 20% of overall documentation.

■ No Congree Language Check? Inconceivable.

Now Kiefel's Documentation department does not want to go without Congree. The author assistance tool has contributed significantly to fulfilling the quality criteria for technical documentation as well as the general quality requirements of the company. Seamless integration into the familiar work environment and the real-time, reliable language check while writing have quickly gained acceptance for the solution. On top of this is the reduced effort involved in creating new texts or translating them. Simon Maier sums it up: "Working without Congree is like pottering about in the Stone Age."

■ About KIEFEL GmbH

KIEFEL GmbH develops and produces high-quality machines for processing plastic films. Its customers include prominent manufacturers from the automotive, medical technology, refrigeration and packaging industries.

With its own sales and service subsidiaries in the USA, France, the Netherlands, Russia, China, Brazil, Indonesia and India as well as sales partners in over 60 countries, Kiefel is represented worldwide.

Kiefel includes automotive specialist KIEFEL Automotive s.r.o. headquartered in the Czech Republic, Dutch thermoforming toolmaker Kiefel Packaging BV and Austrian KIEFEL Packaging GmbH, supplier of tools and automation solutions.

Kiefel and its subsidiaries employ approx. 1,160 people. KIEFEL GmbH is a member of the Brückner Group in Siegsdorf, a family-owned, medium-sized group of mechanical and plant engineering companies with a total of 2,500 employees at 29 locations worldwide.

■ About Congree Language Technologies GmbH

Our author assistance tool focuses on consistency, comprehensibility, and translation-oriented writing. But that is not all: Based on the concentrated expertise that we have gained from our research and practical experience, we develop products that are designed to immediately catch attention. We pursue this approach with a competent team that knows exactly what is required in order to deliver user-friendly software.

Any questions?

Send an e-mail to info@congree.com