SUCCESS STORY

**Major banking group in France *Crédit Agricole*
chooses Reverso-Softissimo solutions
to facilitate multilingual communication**

A definite challenge: ensure correct comprehension and information sharing within an international group comprising 70 countries and nearly as many different languages

SOLUTIONS

- Reverso Intranet: instant translation software

- Customized « industry » dictionaries: banking, finance…

- Linguistic engineering services (creation of word and expression dictionaries)

KEY FIGURES

- 60 000 translations a month

- 37 000 dictionary look-up a month

In order to improve multilingual communication between colleagues from different entities, Crédit Agricole chose to implement Reverso-Softissimo translation (Reverso) and dictionary software (Collins Lexibase) across the entire group. The objective was to gain in productivity and to strengthen group cohesion while reducing apprehension in the use of foreign languages.

Crédit Agricole Group is an international banking group over 70 countries and with 164,000 employees spread across the 4 continents through their activities in retail banking, financial services, asset management, insurance, private banking, corporate and investment banking, etc…

With over 200 clients worldwide and as many linguistic projects, **Reverso-Softissimo** is the privileged partner of CAC 40 companies for the management of multilingual communication.

Fabrice Lebon, Intranet Manager, comments:
«We are very satisfied with the implementation of Reverso within our group: the tool has proved a tremendous success with its users. »

ADVANTAGES

- Professional translation environment for optimum confidentiality of translated data

- Linguistic customization for translations to better fit group terminology. Other advantage: to ensure writing coherence through a shared terminology database and accessible by anyone

- A solution to enhance the image of the Intranet and its traffic through a high value-added service which ranks amongst the most viewed sites on the Intranet of large companies

A fully customized solution

➡ **Integration to the group graphics standards:**
Reverso allows users to translate in real time texts, documents and web pages. The solution is accessible from any page of the Intranet (from the component of the graphic charter on top of each page). A direct access to Reverso can also be found in the home pages of the Intranet of regional banks.

➡ **Guaranteed security and confidentiality:**
Reverso offers both security guarantee for documents to be translated and confidentiality respect thus preventing any trace of those on Internet sites open to anyone.

➡ **A consolidated terminology database and customized translations:**
In order to homogenise company terminology, CASA acquired customised dictionaries designed by Softissimo language experts with the support of their translation department.

SUCCESS STORY

Access to Reverso translation tool within CASA group Intranet
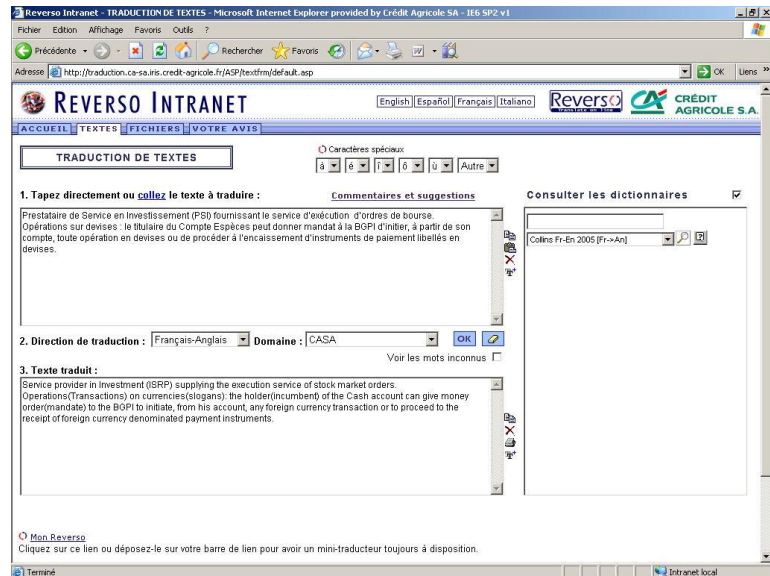
Raphaël Chassard, manager of Reverso project, concludes:
«With Reverso, we are now offering our users a translation tool which is both efficient and accessible whilst abiding by our confidentiality criteria, terminology and interface requirements. »

About Reverso – Softissimo:

Reverso-Softissimo both publishes and integrates linguistic technologies and multilingual solutions for corporations, governments and the consumer market. The company proposes a unique expertise allowing both optimization and adaptation of the translation tools to the client's specific needs.

Reverso-Softissimo offers a large product range including a consulting offer (requirements analysis, recommendations), high-performance and comprehensive productivity tools (electronic dictionaries, instant translation software, professional solutions for corporate translation management) and integration/customization services (linguistic customization, engineering solutions, support to implementation).

Reverso – Softissimo has over 5 million users on the Web and an installed base of over 3 million users in the corporate environment, including prestigious global customers as well as large government bodies and international institutions.