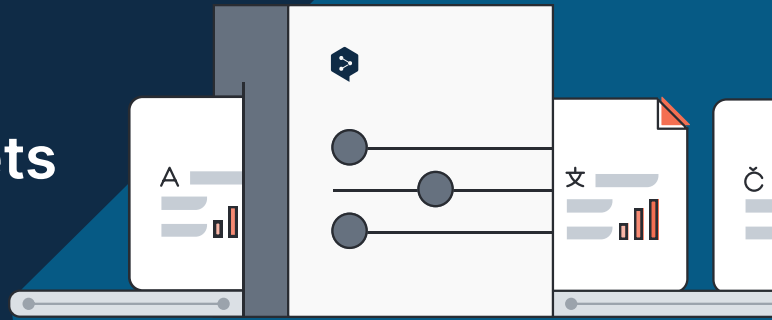CASE STUDY

DMG MORI and DeepL: machine translation meets machine manufacturing

DMG MORI

Machine manufacturing giant DMG MORI improved multilingual communication between its international workforce, customers, and suppliers with DeepL.

Industry

Machine manufacturing

Key Markets

Germany, Japan, U.S., China

Key Languages

English, German, Japanese, Chinese

DeepL Products

DeepL API

Key takeaways

- Global machine manufacturing leader DMG MORI uses DeepL's API to improve communication in their multilingual organization

- When researching machine translation tools, quality and security were top-of-mind for DMG MORI—which made DeepL the clear choice

- With over 800 documents translated each month, everything from Japanese business presentations to technical German machine operating manuals have become accessible to DMG MORI's international workforce

"We needed a solution to overcome language barriers"

With over 12,000 employees spread across 43 countries, daily business at DMG MORI is conducted in English, German, Japanese, Polish, Italian, and Chinese, to name a few. For the German manufacturer, using English as the official company language and maintaining key business relationships with Japanese parent company DMG MORI Seiki Co. was often a challenge.

Across the organization, DMG MORI employees from the factory floor to the boardroom were using a hodgepodge of translation tools to decode German technical manuals, understand Japanese PowerPoint presentations, or assist customers in various languages.
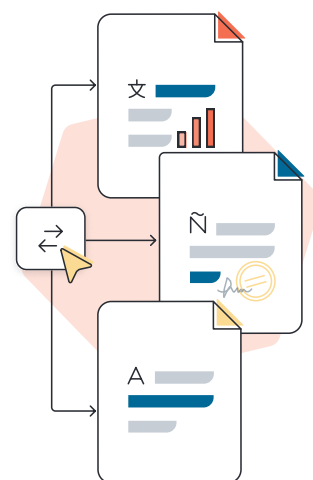
> **Without a centralized translation tool, daily work was impacted by regular misunderstandings and inconsistent translation quality. Representatives explained that the company "needed a solution to overcome language barriers."**

As a manufacturer of milling and cutting machines, DMG MORI must comply with strict legal requirements. Employee use of free translation tools was a data privacy threat that could have put the organization at risk of non-compliance, disclosure of company secrets, or intellectual property infringement—so the hunt for a secure and accurate translation tool began.

Building understanding: Secure translations from factory floor to boardroom

With DeepL, DMG MORI was able to provide their entire international workforce with one secure and high-quality translation tool. DMG MORI found DeepL to be an "affordable and practical" way to break down language barriers internally and with suppliers. When comparing DeepL's translation quality to the tools their employees had previously been using, they found "it was clear that longer texts were more understandable with DeepL than Google Translate."

> **Since adopting the cost-saving AI translation API, employees have been translating over 800 documents monthly.**

Improved communication and increased security for DMG MORI

DeepL has made it easier for DMG MORI employees to communicate with each other and avoid misunderstandings in their daily business.

This has impacted departments across the entire supply chain, from production through to customer service—whether coordinating with team members in other countries, translating technical manuals or PDF documents, reading emails from international suppliers, or translating websites.

DeepL's API saves time and contributes to higher efficiency all around—and crucially, DMG MORI can adhere to its global security standards by providing DeepL's secure, encrypted service to their multilingual workforce.

Get in touch

Is your team looking for top-quality machine translation that'll help you cut back on operating costs and grow your business?

Contact us to learn more

DeepL

People and their communication challenges are at the heart of everything we do. Founded in 2017 by German researchers, DeepL is the world's most accurate AI technology, enabling real-time human-sounding translation. Accessible across the web translator, browser extensions, desktop and mobile apps, and an API, DeepL supports a best-in-class translation experience in over 30 languages.