Specialised translations and in-country reviews for KNF, powered by STAR

So, how did the introduction of STAR CLM WebEdit simplify the approval process and boost customer satisfaction? Discover more about this success story in our KNF case study.

The company

KNF was founded in 1946 in Freiburg, Germany, by Kurt Neuberger. The company has retained its independence and to this day is still family-owned.

KNF has established itself at a global level as a solution provider specialising in the development, design, production and sale of diaphragm pumps for gases and liquids. The company has grown steadily over the years.

Now with 17 locations worldwide, the company is continuously expanding its industry expertise and its wide range of products and applications.

More about KNF

The starting point

In order to have success internationally, it was imperative that KNF spoke the languages of its target markets. High-quality translations by native speakers in these target countries played a significant role.

The introduction of an authoring system at KNF led to a host of new problems: **Difficulty in exchanging files, inconsistent translations, a lack of terminology management and a long-winded review process.** Neither the quality nor the costs of the translation were satisfactory for KNF.

So the company decided to process all of its specialised translations through a new language service provider **that uses automated processes and the latest translation memory technology**.

High-quality translations of challenging texts require experience, specialist knowledge and familiarity with the market. STAR was chosen as language service provider thanks to our combination of experienced language experts, tried-and-tested processes and our well-established software solutions.

STAR language specialists assisted KNF with overhauling and optimising the company's global language processes.

STAR solutions

Today, file exchange between the KNF authoring system and **Transit^NXT**, the well-established translation memory tool from STAR, is smooth sailing.

In order to build up a translation memory, STAR saves every single text, right from the very first order, in the format of source and target languages.

The **STAR Delta Principle** – only new or changed content should be worked on, the rest is automatically reused – increases the translator's efficiency right from the first project, ensures consistency of translations and reduces costs over time.

The result for KNF: Maximum return on investment.

The **In-Country Reviewing**, where translations are checked and approved by customer representatives in the local markets, has been organised by STAR and uses an online solution that integrates into the validation process with minimal effort.

By using **STAR WebCheck**, the approval process has been considerably improved and simplified.
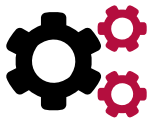
STAR in action

- ▶ 5 languages – English, French, Italian, Spanish, Dutch
- ▶ Assembly instructions, product flyers, data sheets
- ▶ STAR software products: **Transit^NXT**, **CLM WebEdit**

Customer testimonial

Ms Scheffels, technical writer at KNF

"The collaboration with STAR is great.

Our reviewers are very happy with the new process and the quality of the translations."

Further information

We would be happy to provide you with additional information about our testimonials. Write to us or arrange a meeting.

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