



This case study was developed with a client of SDL, which is now part of RWS Holdings plc

**Industry:** Aerospace and Defense

**Solution used:**

SDL Machine Translation  
(now Language Weaver®)

## U.S. Army Garrison Humphreys (Korea) and Machine Translation (MT)

### U.S. Army Deters Aggression and supports peace on the Korean Peninsula with our MT

#### The Challenge

The United States Army (USA) is the land warfare service branch of the United States Armed Forces. The mission of the 2nd Infantry Republic of Korea (ROK) – United States (U.S.) Combined Division is to deter aggression and maintain peace on the Korean Peninsula. The Division commands U.S. and South Korean units and is headquartered at the United States Army Garrison Humphreys (Camp Humphreys), in the Anjeong-ri of Pyeongtaek, South Korea.

U.S. Army personnel stationed in Korea work closely with Korean Army personnel. There is a language barrier and either an interpreter is required to communicate or troops try to communicate in English, which can lead to misunderstandings on both sides. Working together to resolve issues takes longer because of miscommunications and the language barrier.

The Division's translation resources are limited. A paid professional interpreter can be used to communicate between U.S. and Korean Army personnel, but is only available to high-level offices. A dictionary is available that can translate Korean to English, but it is only capable of translating word-for-word and is not useful for translating sentences. Document translation is only done by professional translators.

### How our MT met the U.S. Army's objectives

- Browser-based UI portal
- Accessible on the classified network
- Portal acts as translation server for chat client used for daily communications
- Chat client allows for instant communication for U.S. and Korean personnel in their native languages, enabling understanding
- On premise solution that met strict security requirements

To facilitate better and faster communication, the Army was looking for a solution that:

- Translates documents from Korean to English, and from English to Korean
- Connects with the U.S. Army's chat client software (Transverse Chat Client) via a portal
- Allows for instant translation when communicating in English and Korean using the chat client
- Is available to all personnel, down to the lowest level
- Is an on premise solution that can meet security requirements

### The Solution

SDL provided trial Machine Translation software to the U.S. Army for testing and assessment. After reviewing, the Army determined that translation quality, the chat client connector and browser-based UI would meet their needs.

In addition, Korean Augmentation to the United States Army (KATUSA) and professional translators from the 2nd Infantry Division, 1st Signal Brigade and 8th Army tested the translation quality on the website, in translated documents and during chat.

The U.S. Army has strict security requirements that all solutions must pass. SDL Machine Translation (now Language Weaver) applied appropriate security settings and met all security criteria for an on premise solution.

U.S. Army computer technicians followed the install instructions with minimal assistance from SDL technical support. The Transverse Chat Client software was updated to the latest version with the connector to SDL Machine Translation (now Language Weaver).

Deployment took the expected 1-2 days. While the translation connector on the chat client required manual configuration for each user profile, the translation connector configuration only took a few minutes to complete.

### The Results

Now U.S. Army and Republic of Korea (ROK) Army personnel are experiencing better communication with minimal delays. Korean documents are translated into English in real-time, helping understand the document's meaning faster. Issues are resolved more efficiently and with improved comprehension since all personnel can translate from English to Korean anytime.

### Challenges

- Interpreter available only to high-level offices
- Dictionary allows for single word translation, not full sentence translation
- Translation of documents can take up to 2 months to complete
- Communications via chat not optimal due to lack of translation
- Strict military security requirements

### Key Facts & Figures

- Deployment: 1-2 days
- Personnel: 10,000
- Document translation turnaround time: 1 day
- Chat translation turnaround time: Instant

### Results

- Real-time communication with minimal delays
- Issues resolved more rapidly and with fewer misunderstandings
- Faster document translation, enabling comprehension
- Deployment completed within expected timeframe and with minimal assistance
- Personnel at all levels can translate into English and Korean as needed and at any time
- Translation quality improvement

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Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

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