

Case Study

Company

Epson Italia SpA, the Italian subsidiary of Seiko Epson Corporation

Industry/Market

Printing and imaging equipment

Challenge

Required a translation solution. After being introduced to Babylon-Enterprise, Epson Italy decided to implement an information access solution.

Solution

Babylon-Enterprise provides unified delivery of the most frequently needed data from Epson's information systems.

Benefits

Babylon-Enterprise enables Epson Italy employees to access vital, task-related information with significantly greater speed and ease.

"We had real proof of how indispensable Babylon-Enterprise is for our users when we had to shut down the system temporarily for maintenance. Our users flooded us with calls asking for it back."

Massimiliano Leo,
IT and Facilities Manager.
Epson Italy

Babylon-Enterprise: an Indispensable Information Access Tool at Epson Italy

About Epson Italy

Epson Italy is the Italian subsidiary of Japan-based **Seiko Epson Corporation**, a global leader in imaging products including printers, 3LCD projectors and small- and medium-sized LCDs. With an innovative and creative culture, Epson is dedicated to exceeding the vision and expectations of customers worldwide with products known for their superior quality, functionality, compactness and energy efficiency. Epson has over 90 thousand employees in 107 companies around the world.

Epson Italy has its headquarters near Milan and a sales office in Rome, with a total of 174 employees. Epson Italy also maintains a nationwide network of authorized service centers. As a sales and service subsidiary, Epson Italy operates in keeping with Epson's business philosophy – to provide goods and services that bring satisfaction to customers. Epson Italy is also committed to working in harmony with both the natural and social environments. In fiscal year 2004/5 Epson Italy earned revenues exceeding € 309 M.

Epson is a global leader of technological revolutions in imaging, robotics, precision machinery and electronics. Epson's spirit of creativity and challenge generates products and services that exceed the expectations of its customers.
Epson Italy headquarters near Milan (source: Epson Italy)



Search for Translation Tool Leads to Information Access Solution

Epson Italy sought a translation tool that was both easy to use and comprehensive in its coverage of all major world languages, including Japanese, the language of the mother company. IT management at Epson was considering Babylon translation software when they learned about Babylon-Enterprise.

With the support of Babylon-Enterprise's Professional Services team, Epson tested Babylon-Enterprise, became convinced of its advantages, and decided to purchase. In addition to providing a translation platform, Babylon-Enterprise gave Epson Italy the ability to access business information easily and instantly, in just a single click.

In less than two days the Babylon-Enterprise solution was deployed at Epson Italy.



Babylon-Enterprise Delivers Business Information in a Single Click

Babylon-Enterprise automatically extracts the most frequently needed data from Epson's enterprise information systems and formats it for unified delivery through Babylon-Enterprise. The information is updated regularly and made accessible to users according to security profiles.

- Babylon-Enterprise gives Epson users access to a personnel directory of all Epson employees in the EMEA region. Based on data in the company's Active Directory, it enables one-click access to the names, departments, managers, and contact details of every company employee.
- Babylon-Enterprise also gives Epson Italy employees instant access to contact and sales information for the entire Italian sales network. The complete data is stored and maintained in the company's CRM system.
- The IT team at Epson Italy also uses Babylon-Enterprise for one-click access to vital information from the company's asset management system.

Babylon-Enterprise provides direct links to the data within the backend systems. With a simple second click from the Babylon-Enterprise client window, authorized users can access the complete, detailed information in the original applications.

"The main advantage of Babylon-Enterprise for both translation and corporate information is the simplicity of use," says Massimiliano Leo, Epson Italy's IT and Facilities Manager. "Babylon-Enterprise is a real time-saving tool for our users."

Babylon-Enterprise Simplifies and Speeds Up Information Access

With users typically working in Office and SAP applications, the Babylon-Enterprise solution allows Epson Italy employees to remain focused on their tasks without having to launch and navigate complex enterprise information systems such as CRM or asset management applications.

"With Babylon-Enterprise we have achieved a much more efficient way of getting information to the users requesting it, without the hassle of considering where or in what application the information can be found," says Leo. "We had real proof of how indispensable Babylon-Enterprise is for our users when we had to shut down the system temporarily for maintenance. We were immediately flooded with phone calls asking for it back. It is, in some ways, an addictive tool."



Babylon-Enterprise gives employees instant access to information from the company's CRM system. A user can get contact details and sales performance information for any dealer in just a single click.



Babylon-Enterprise enables one-click access to information from the company's asset management system. A user can click on an asset identification number and instantly get vital information about the asset.

