

Case Study

Babylon: the "Rosetta Stone" of the Eurocontrol Experimental Centre

The Company

Eurocontrol

The Industry/Market

European Airlines
Regulations and Security

The Challenge

Creating unified access to existing key information in a multilingual company, where knowledge is dispersed and technical terminology is ever-evolving.

The Solution

Babylon aggregates the many Eurocontrol glossaries, wherever they are located, becoming the modern day 'Rosetta Stone' for Eurocontrol employees.

The Benefits

- ❖ Improving overall performance by accelerating projects and adding value to Eurocontrol intellectual capital.
- ❖ Improving knowledge transfer and acquisition.

"Babylon is our 'Rosetta Stone', helping people that use the same professional language without risking ambiguity or misinterpretation. No need to say that this unified access to key information is vital for air transports control in Europe."

Robin Deransy, Knowledge Management Project Leader at Eurocontrol



EUROCONTROL

Eurocontrol is the European Organisation for the Safety of Air Navigation. It was co-founded in 1960 by Belgium, France, Germany, Luxembourg, the Netherlands and the United Kingdom, to oversee their Air Traffic Control. Today, Eurocontrol's mission is to manage and coordinate the development of a uniform European Air Traffic Management System.

Eurocontrol Experimental Center (EEC) is an external service of Eurocontrol, located in Bretigny sur Orge (France). EEC carries out research and development in order to improve air traffic management in Europe. Over the years, EEC has become a leader in the provision of ATM (air traffic management) simulation services and a major research and development center.

As a research centre, EEC produces a large amount of documentation, regularly utilising new terms, expressions and acronyms, reflecting invaluable knowledge shared by the organisation and its customers. A large number of acronyms already exist, and new terms and definitions

are created daily, some with definitions validated by all employees, others with explanations relating to specific projects. Given these complexities, reading a document and understanding it could be a difficult task. It was therefore necessary for the EEC to create, produce and maintain glossaries that would help resolve this problem.

Keeping the Knowledge Available

"It's a twofold necessity" says Robin Deransy, Knowledge Management Project Leader at EEC. "Firstly, to display knowledge in a way that can be understood by all and used in a consistent manner throughout the company. Secondly, the necessity of building a 'knowledge repository' to palliate the leak of knowledge due to the usual people turnover. It has become a necessity to find a way to keep this knowledge alive, consistent and reachable by all".

A knowledge management project was initiated, and Robin Deransy volunteered to lead it. Deransy was a personal user of Babylon's translation solution, and following investigations, he discovered the glossaries and ways to create them. Therefore, Babylon naturally became the tool of choice in the knowledge management project, in which case it was critical that all involved parties use, and understand, the same language (technical terms, acronyms, mathematical formulas, etc). "I haven't searched for another tool", Deransy says, "and I doubt that a similar solution exists on the market today!"

"Babylon is our 'Rosetta Stone', helping people that use the same professional language without risking ambiguity or misinterpretation" Deransy continues. "No need to say that this unified access to key information is vital for air transport control in Europe."

Quick Access to Information

Access to website glossary pages is not always an easy step and requires the user to leave the document he is working on, launch the browser, and log on the page. "The beauty of Babylon is the single click access to information, wherever it is originally stored: web page, office document, pdf file, etc.", continues Deransy. "Glossaries can be created in



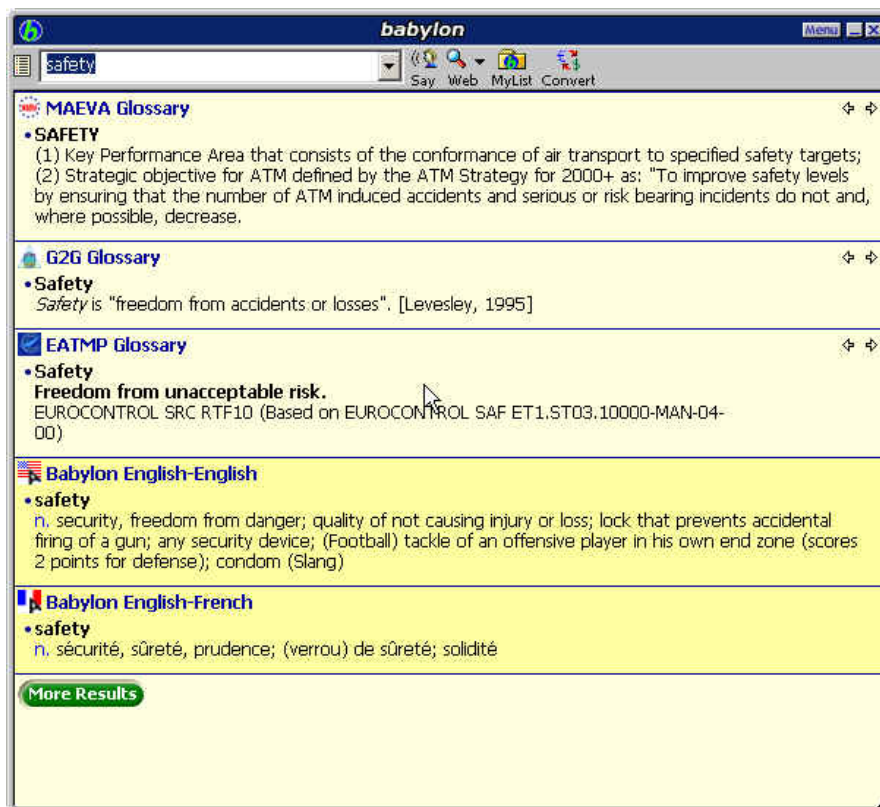


various themes, depending on the activities, the projects, the subjects". Today six glossaries exist at EEC; two general glossaries related to air control activities, and four project-specific glossaries. Projects are ongoing and new glossaries can continually be created, for instance one of the new glossaries being planned is an encyclopaedia of sorts that would contain, in addition to definitions, links to web sites, images, and graphics.

Contributing to Eurocontrol's Overall Performance

Working with Babylon is part of the EEC's continuous self-improvement process: it improves the knowledge acquisition and transfer, the storage of information in the information systems, information sharing, and, most importantly, Babylon is a way to maintain and improve the company's culture, in terms of values and exchanges between the many cultures shared by the EEC.

"Babylon brings also its contribution to the EEC's overall performance", Robin Deransy concludes. "It facilitates projects, by providing quick and unified access to project language and information. It guarantees that our acronyms and terms are used in the same way by all of the EEC people, including outside contractors. It helps us to develop professional skills and to add value to EEC intellectual capital."



Eurocontrol glossaries, based on Babylon, display the many significations of a term, including definitions from Babylon dictionaries

At a Glance

- The Babylon project was initiated early in 2003
- The glossaries today contain 7000 terms and acronyms, and approximately 10 definitions are added every month
- The project integration and implementation required the manpower of 2 persons only