INMARK, Spain
http://www.grupoinmark.com

PROMIS@Service Sarl, Luxembourg
http://www.promisatservice.eu
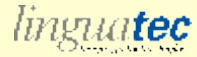
LINGUATEC Gmbh, Germany
http://www.linguatec.net

ATLANTIS, Greece
http://www.atlantisresearch.gr

INOVAMAIS, Portugal
http://www.inovamais.pt

INCDPM, Romania
http://www.inpm.ro

UEAPME, Belgium
 http://www.ueapme.com

R-TECH, Germany
http://risk-technologies.com

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We speak your language !

PROMIS®lingua

Performance Operational and Multilingual Interactive Services to support Compliance for SMEs in Europe

www.promislingua.eu

Ref.: CIP-ICT- PSP   270913
2010.6.2 - Multilingual online services

PROMISLingua

The Challenge

Small and Medium Enterprises (SMEs) need tailored business services to help them to comply with the challenging requirements of the complex regional, national and European Safety, Health, Environment and Quality regulations.

Any failure to fulfill these compliance requirements involves significant risks for their business. Furthemore increased demands from public authorities, funding agencies, insurers and customers are generating increasing pressures. For Europe it is crucial to meet such challenges to sustain its competitiveness with regard to developing economies and low-wage countries.

The Innovative Response

PROMISLingua (www.promislingua.eu) is a pilot project that translates, localises and rolls out the existing 3-lingual (English, German and Italian) PROMIS® online service in additional six languages: Spanish, French, Portuguese, Greek, Romanian and Hungarian, making use existing language technologies, like Machine Translation, new ways of structuring of content and cross text retrieval. PROMIS® (www.promis.eu) is a highly intuitive, cost-efficient and easy-to-use integrated single entry point compliance management framework, which provides a full range of solutions for SMEs. Substantial market demands exist already in the existing target countries for pilot installations, but substantial interest is also rising in additional countries.

However, there are barriers to penetrate these markets, like the need for translation and localisation of the broad range of PROMIS® services, as well as the lack of semi-intelligent ICT tools to support structuring, filtering and optimizing data and content. The solution of these obstacles would allow SMEs to communicate in their own language and to get answers to their needs online 'at a fingertip' in the same language.

PROMISLingua will deliver a multilingual solution enabling SMEs to comply with Safety, Health, Environment, Quality and other regulations at national, European and global level, and thus shorten the time-to-market for PROMIS® unique offerings.

The Solution

PROMISLingua provides a comprehensive multilingual, multinational and multipurpose eBusiness solution which offers compliance management services that assists SMEs in fulfilling legal requirements by providing:

*   An instrument that supports the structuring of organizational, as well as individual knowledge at sector, theme and domain level;

*   An integrated management system, that helps keeping order in the organisation thanks to an adequate documentation and integrated electronic handbook which conforms with ISO 9000, 14000, OHSAS 18000 and other requirements.

PROMIS is provided as Software as a Service; it is inexpensive, intuitive and user friendly.

Expected Outcome

PROMISLingua pilot will overcome language barriers and extend the existing PROMIS® service to additional European markets by enhancing its multilingual dimension and providing:

*   Enhanced translation technology components, cross-language communication among end-users, cross lingual search support, and machine translation in the target domains of health and safety.
*   Semiautomatic structuring of content: norms and legislation (towards EU harmonisation), eLearning and expert's knowledge components.
*   Pilot testing and validation of the PROMIS® service in the six target languages, building also upon the concept of offering both free and paid for contents through public private partnerships (PPP).
*   Awareness raising and dissemination of the PROMISLingua activities, outputs and benefits at policy and market level.
*   Deployment and roll out plans for the six additional countries to ensure success and take up of innovation at European level.