# Summary and conclusions
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The final session of the workshop started with a summary session where all participants made contributions concerning themes that had been the most important ones during the workshop. The session was chaired by Dimitri Theologitis who divided the summary findings into three groups of conclusions: *technical integration, integration in the company* and *cost benefit awareness.*

## Technical integration
The need for technical integration is quite important. The technical compatibility should be in place for the whole range of tools for translation - translation memory, machine translation and term bases. It is the responsibility of the vendors to ensure compatibility by applying standards. Official standards being scarce, pragmatic standards should be agreed upon and adhered to. Users can contribute by insisting on vendors being able to handle these standards in their products.

But not only should the translation tools be compatible with each other, this compatibility should be extended to the whole document production and management chain. The total incompatibility of e.g. certain document production systems or desktop publishing systems and tools for translation is a major problem. Apparently, designers of these document production systems have not been aware that large amounts of documents have to be translated as part of the document management. Here again, standard input/output formats will have to be used - or users will abandon the stand-alone document production systems.

## Integration in the company
The second type of integration concerns the integration of the translation task in the process in the company. First of all, the process itself should be analyzed and modified in light of the introduction of the new tools. It is important to realise that normally, the process will change as the new tools may both add and delete parts of the process. This holds for the workflow as well. New tasks will certainly follow from the introduction of translation tools, while some of the traditional tasks may disappear. The staffing of tasks may also change: certain tasks that traditionally were performed by the translator, may be performed by less trained staff and the translator can therefore concentrate on the more demanding parts of the job.

In the integration process in the company it is important to pay attention to the human factor in order to have the changes broadly accepted. One of the ways to obtain this acceptance is to ensure transparency of the process and workflow and to invest in training in the new environment.

## Cost-benefit awareness
First of all, the conclusion with respect to cost-benefit of introducing translation tools is that it clearly, when well managed, does pay off.

However, as mentioned above, the introduction of new tools will also introduce new tasks, so it is important to make a total calculation incorporating *all* costs of manpower. E.g. if translation time is decreased by 50%, but administration time is increased by 40%, it is probably not worth the investment. This again brings up the importance of managing the workflow.

Another aspect of the cost-benefit considerations is that it only really pays off to invest in improving performance for those tasks that take up a larger part of the process.

## Future events

Finally, recommendations and suggestions for further EAMT events were made.

- User centred events: there was general agreement that this one had been successful and that more user centred events would be welcome.
- Content of workshop: important to have users present their experiences, e.g. vendors could suggest users of their products.
- Info management is a possible theme for a future workshop.
- The circle could be expanded by e.g. making invitations using the LE (Language Engineering) Directory and similar catalogues.
- The size of the workshop should however be balanced: around 50 is a good size.
- More awareness of translation tools could be obtained by making press releases before and after the event.