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memoQ Progress Report

Peter Reynolds

Co-CEO, memoQ

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memoQ's customer focus

Support

One customer has submitted over 850 support queries and our support team still likes him.

(or so they say)

	2023	2024 to date
No of tickets	14800	6300
Customer satisfaction rating	96%	98%
Assignment within four hours	96%	96%
Critical tickets answered within 4 hours	96%	97%

Reliability

memoQ usually does not loose work if there is a problem like a power outage.

Working to improve reliability

- ISO 27001
- SOC II
- appointing a CISO
- appointing a general counsel and chief compliance officer

We want to be able to offer the reliability and maturity you would expect from a much larger company.

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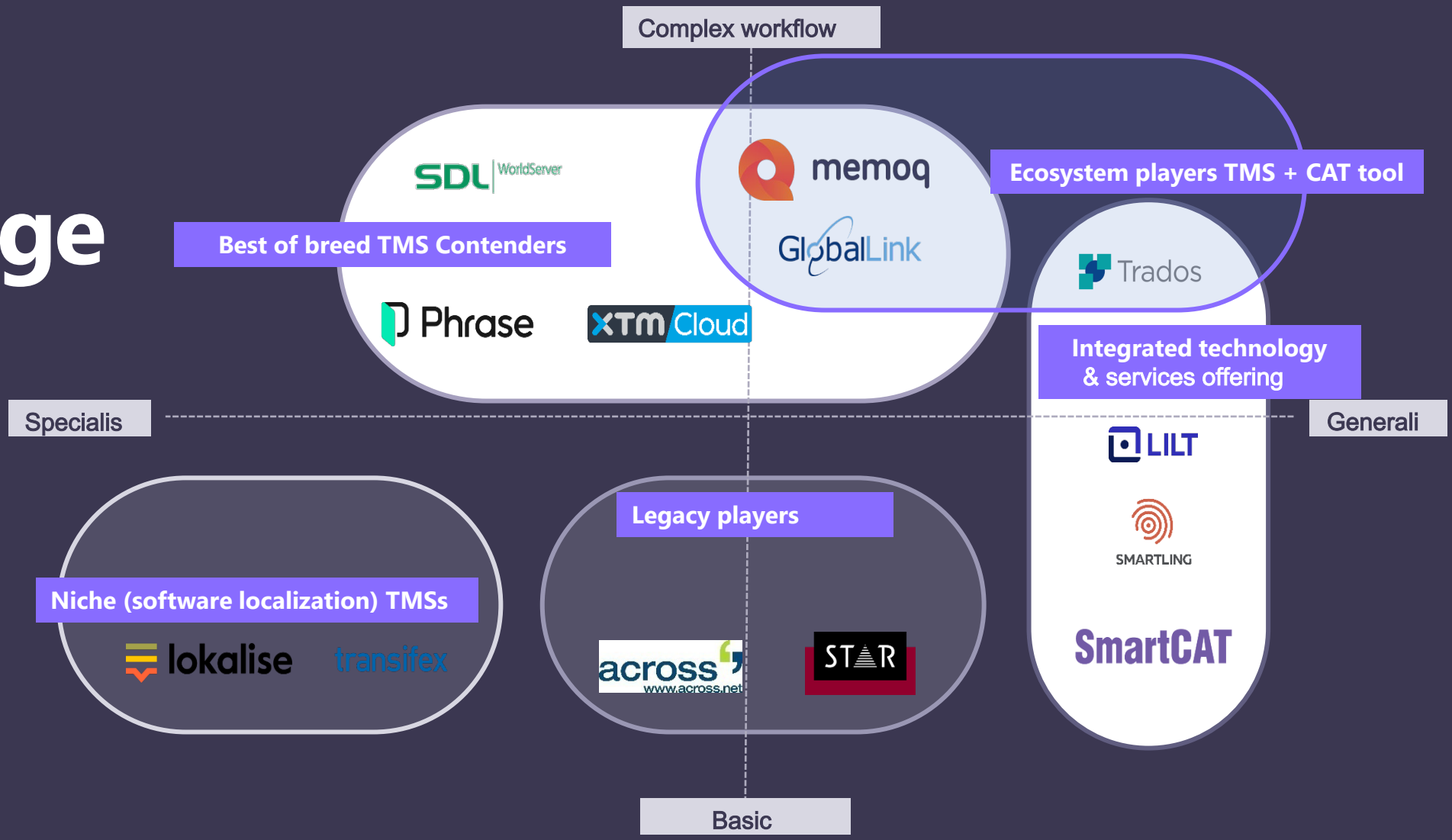
Domain knowledge

Understanding what you do with our software helps us do our part better.



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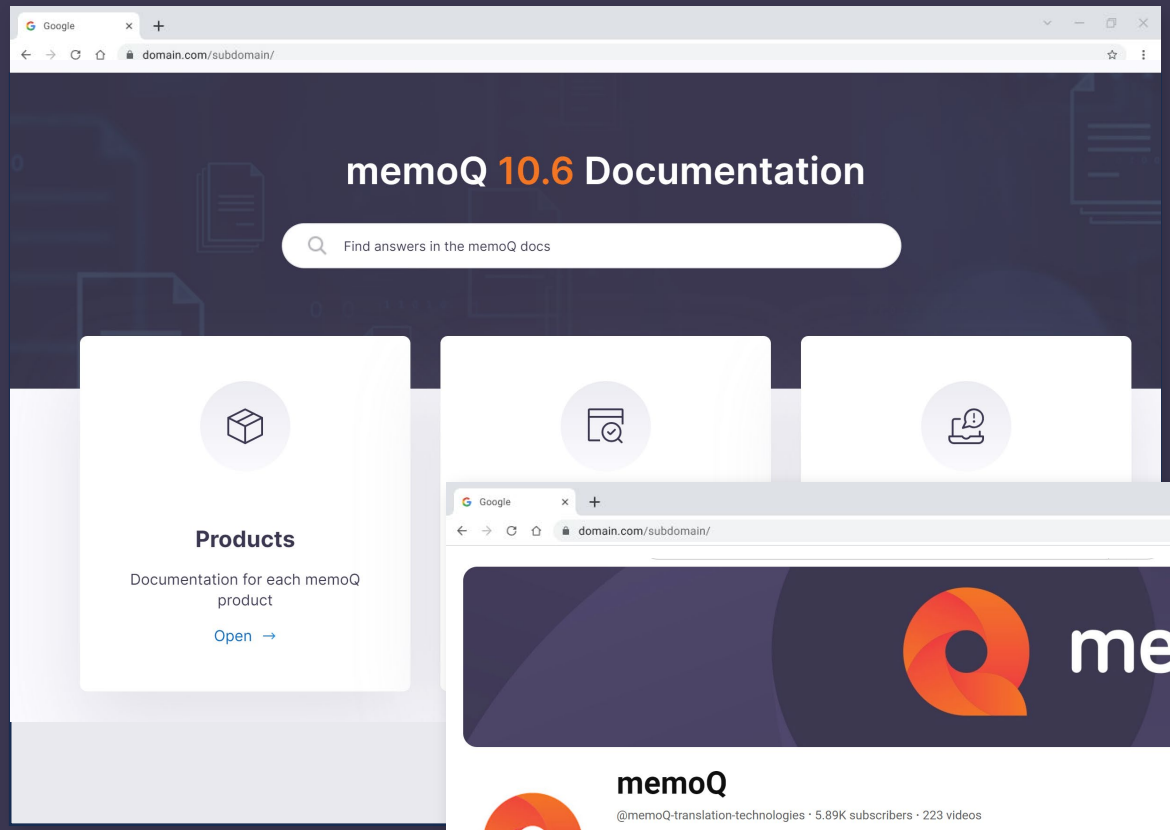
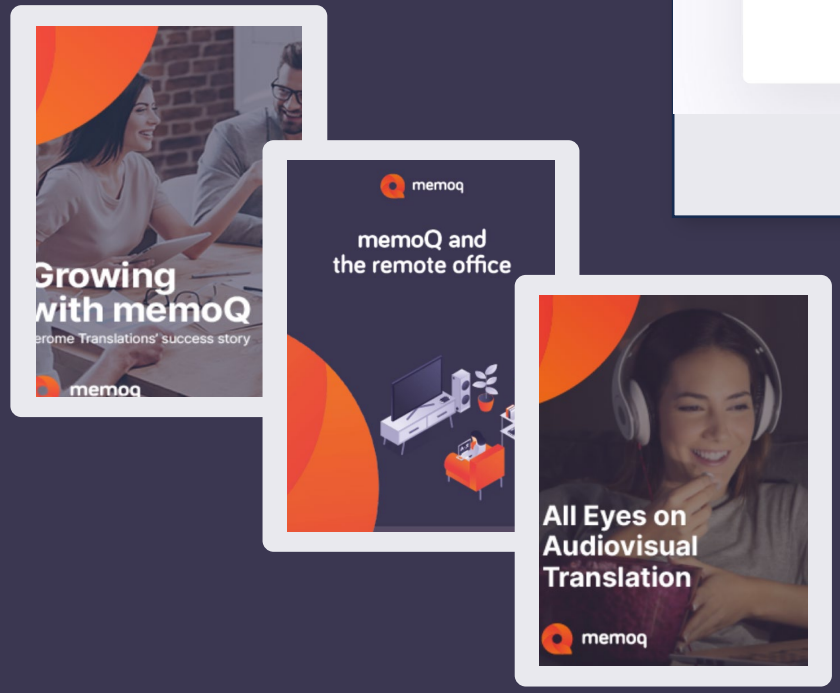
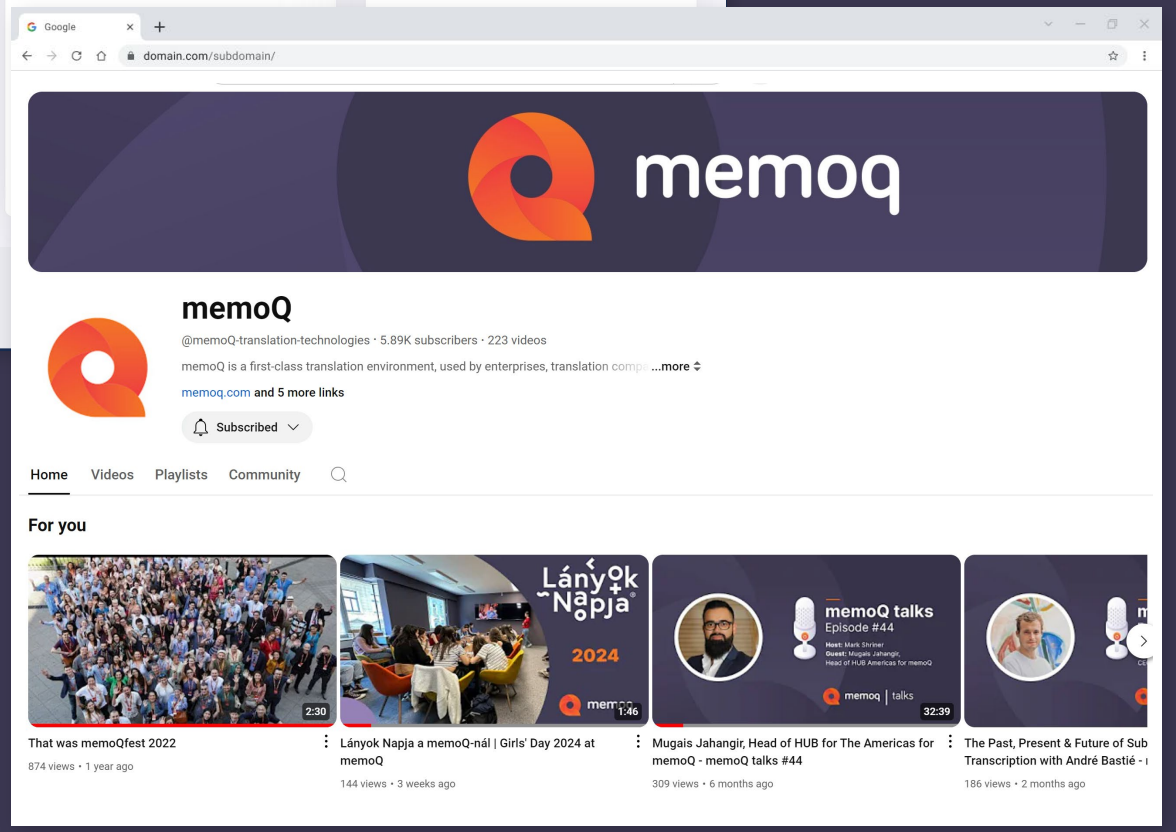
Learning

We are getting better and helping you get more from memoQ.







Ági
és a Fiúk

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Ágnes Varga
Chief Technology Officer • Production

Tamás Károly
Head of Development • Development Team

Paul Nagy
Agile Consultant

Árpád Figyelmesi
Head of Product • Production

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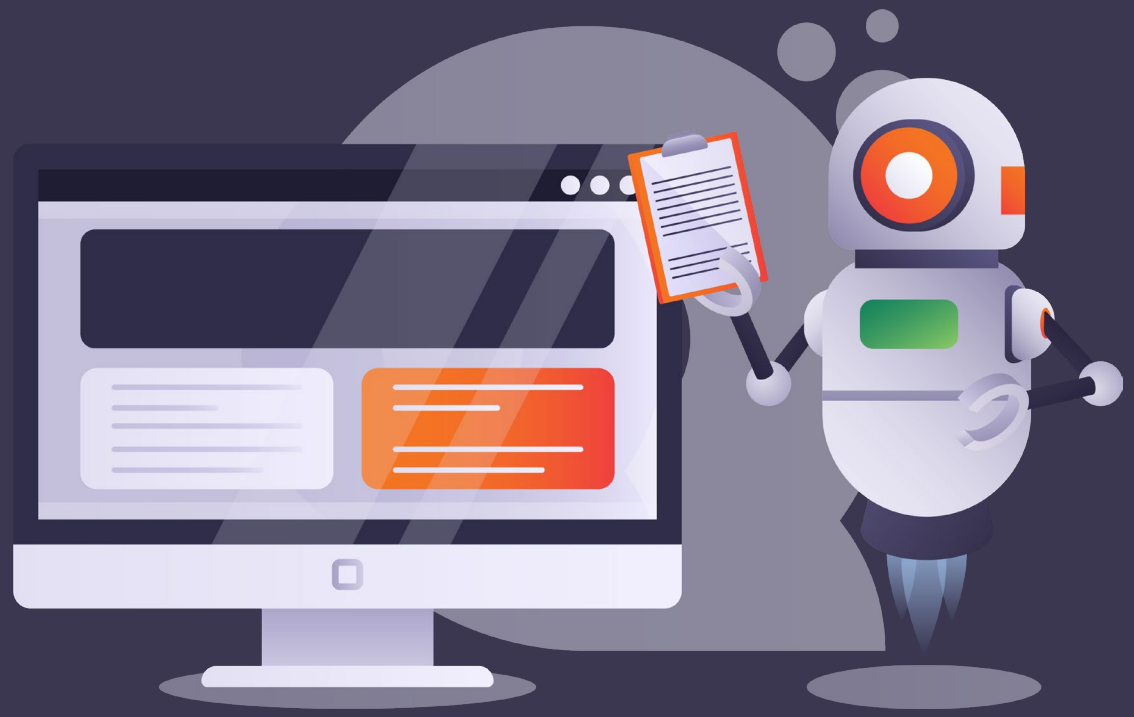
TM+

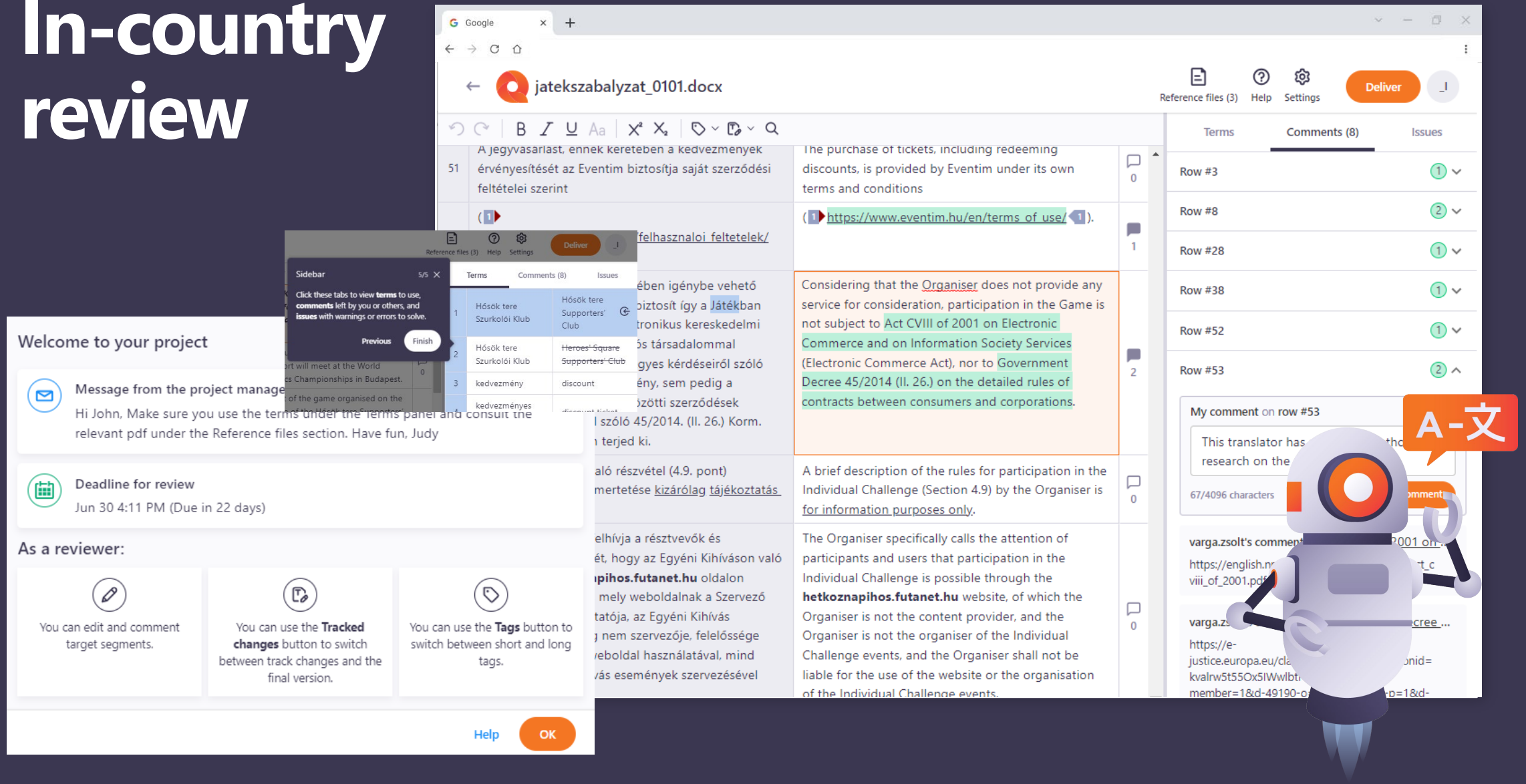
Next generation translation memory released.

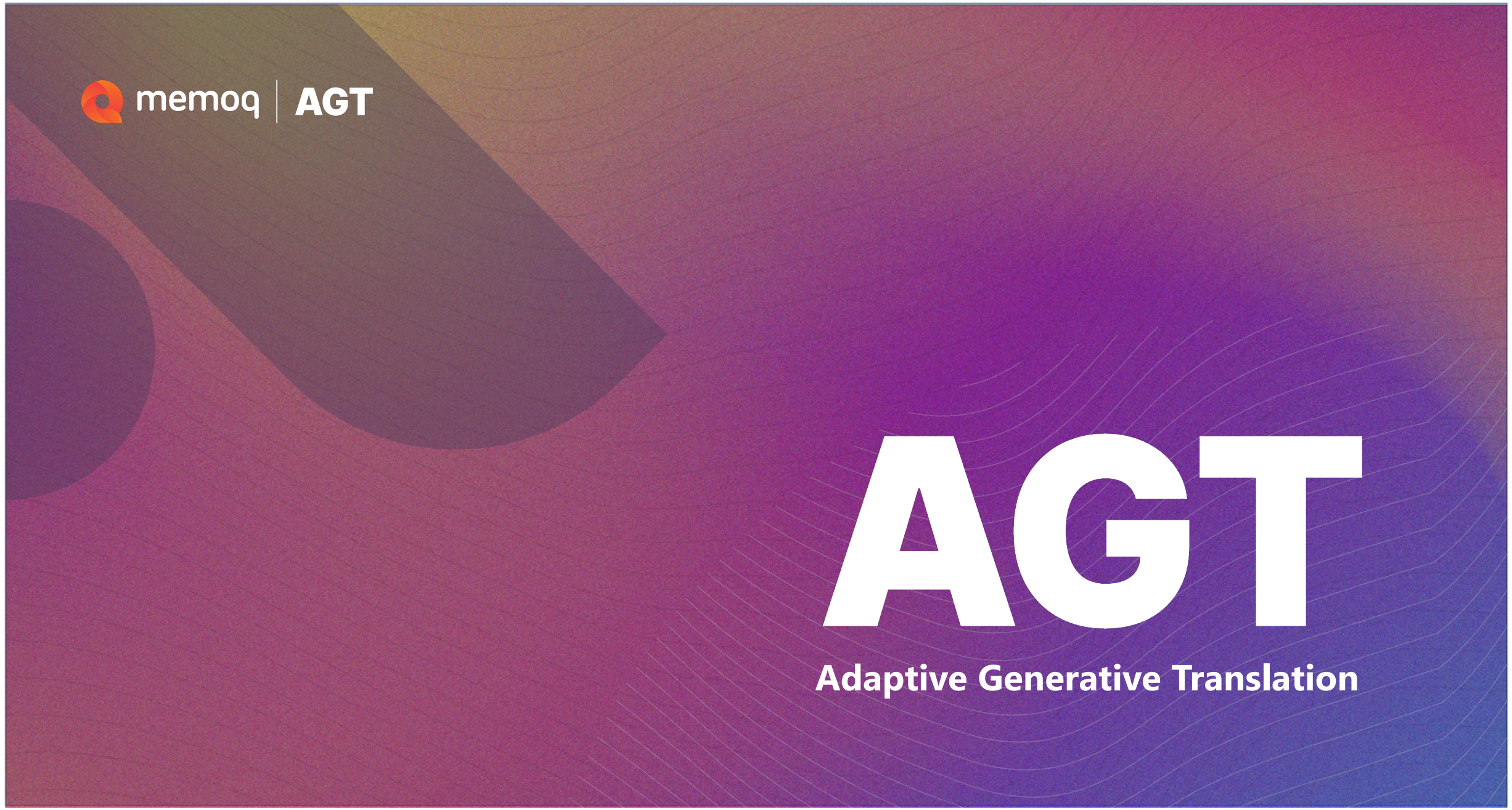
Major technology upgrade.

Future compatible – for example, managing TM data for use with NMT, LLMs



In-country review




memoq | AGT
AGT
Adaptive Generative Translation

Product vision

Machine translation 4.0

memoQ has been developing the most comprehensive set of translation resources and is uniquely well placed to build the first LLM-based MT solution, capitalizing on the recent trends in Generative AI

memoQ AGT is built up from user-provided data (including translation memory, LiveDocs, and terminology) and requires no training or adjustment of the AI model, eliminating the need to transmit substantial data to an external source. A human translator would not address a fuzzy match below 80% whereas AGT can work with matches at rates of 50% or 60%, adapting them to the source text. AGT fully automates a laborious and repetitive human task

memoq | AGT

Fragment assembly | **Automatic concordance (LSC)** | **LiveAlign** | **LiveDocs Corpus** | **Translating concordance** | **Muse** | **MatchPatch** | **TM+** | **AIQE** | ***Patent Pending***

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memoq | AGT

The Future of Translation Automation

Uniquely combines MT & translation memories so the output is significantly better quality than any other MT vendor available

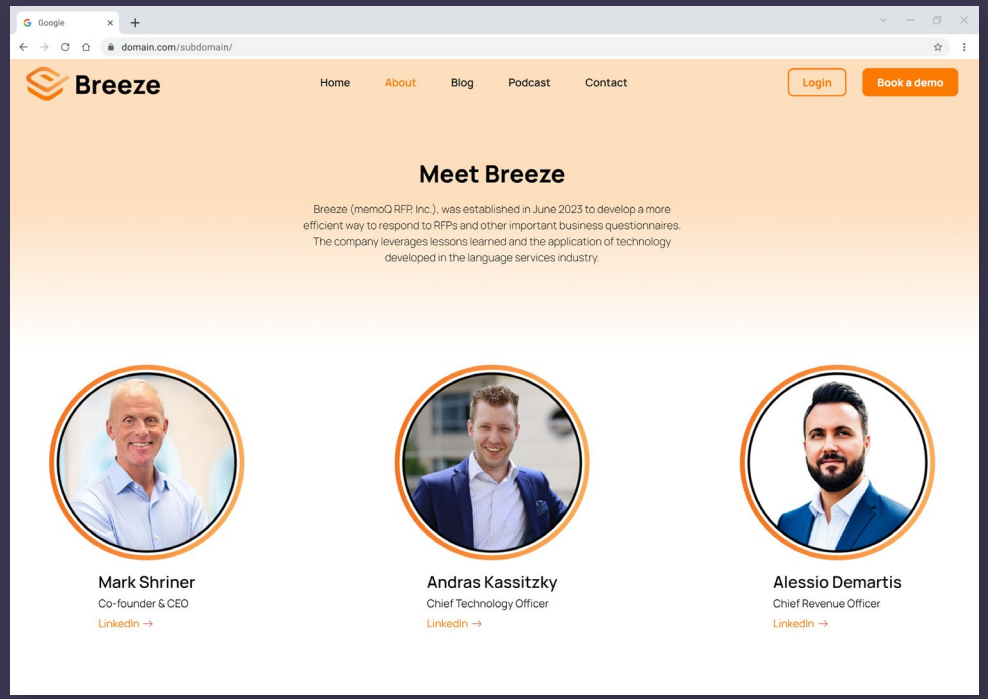
Immediate domain adaptation for customized translations, preserving full control over the translation process

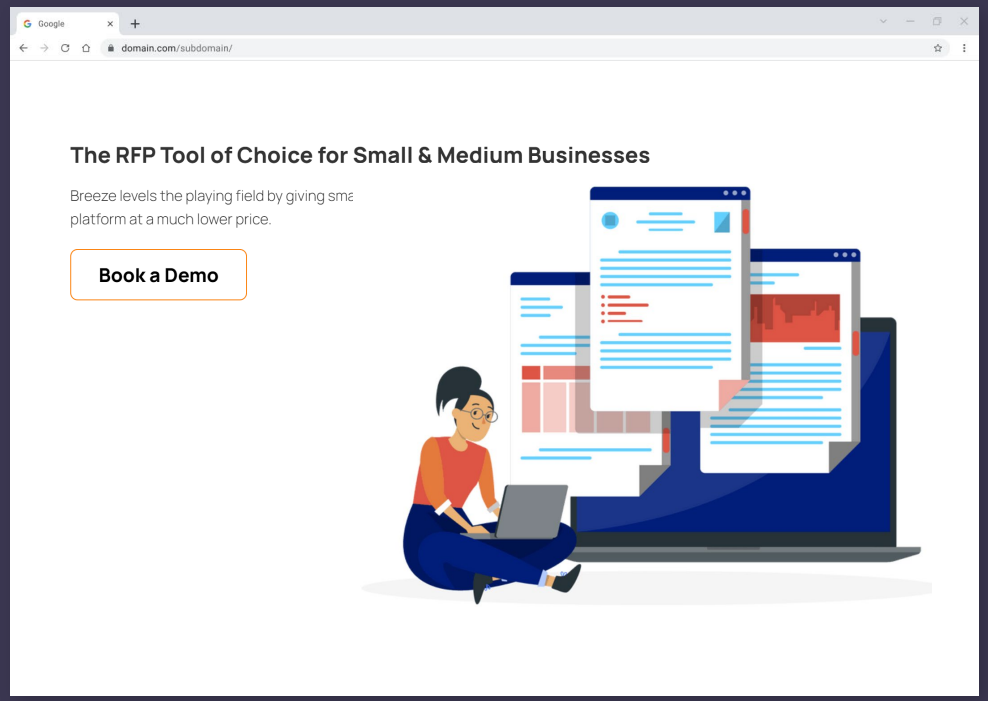
Premium translation and sophisticated matches that are less generic and more consistent with a brand's style, tone, and voice

Advanced security by relying on Microsoft Azure for both the infrastructure needs of memoQ TMS and the LLM to power AGT

...and we had a baby!!!

For the number of years we have been using memoQ to manage RFPs.





At the beginning of 2023 we started looking at what it would take to turn our approach to RFP management into a business.

This result in memoQ helping to create and becoming an angel investor in Breeze.

Alessio is speaking at 15.30.

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Thank you!
Any questions?