

PROMT Mobile Translator for Russian Railways

FIFA World Cup 2018



Russian Railways



- 1st place in Europe by number of passengers: more than 110 million passengers per year
- 1st place in Europe by number of passenger rail cars

GEOGRAPHY:

the territory of Russia from Kaliningrad to Nakhodka,
from Murmansk to Sochi

32 international routes in 19 countries of Europe and
Asia

Passengers from abroad

- Organized and independent foreign tourists, participants of international sports and cultural events in the capital and regions, migrants
- More than 3 million travelers and fans visited Russia during the World Cup 2018, many used railways



Breaking language barriers

MAIN CHALLENGES:

- Train conductors usually do not speak English very well and rarely speak other foreign languages
- Online translation services of common use are not always available due to the unstable Internet connection



Solution requirements

- Offline translator (no internet connection is required)
- Translator for European and Asian languages
- Voice translator
- Integration into the conductor mobile device for checking railway e-tickets
- Access to the server installed in the rolling stock

App Features

100% Offline Mobile Translator (no internet connection required)

Conductors are able to use translator or phrasebooks, no matter how good the Internet connection is



App Features

Dialog Mode

Train conductors can communicate with foreign passengers in their native language easily

The app recognizes speech, even natural background noise, and automatically translates it into desired language



App Features

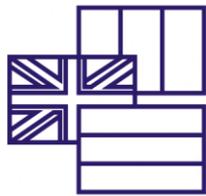
Domain Profiles

Domain profiles for improving translation quality are integrated in the app:

- Travel by train
- Health
- Safety
- Food
- Soccer



App Features



- **Languages**

6 European languages:
Russian, English, French, German, Portuguese and Spanish



- **Testimonials**

The app users can provide their feedback



Android OS

Connection to the server via local network
(update, dictionary and phrasebook download,
additional language pairs)

FPC about the project

Russian Railways is the leader in long-distance travel, the distance of the average journey is around 1,000 km, so for passengers, the quality of conductors' assistance is one of the key factors for comfortable travel.

The PROMT project helped us make the first step in overcoming the language barrier between conductors and our passengers from other countries during the 2018 World Cup.

We hope to continue working with PROMT, and introduce translation technology to increase the quality of service.

OLEG YEMCHENKO,
Head of department for IT projects
Russian Railways

