



ARGOS
MULTILINGUAL
AI SERVICES

CASE STUDY

Streamlining Multilingual Quality LLM Breakthrough with Argos' MQM Annotator

Our customer, a prominent multinational company renowned for its expertise in online retail and technological advancements, holds a prominent position across diverse industries such as e-commerce, cloud computing, digital content & AI.

This case study delves into a project led by the client's AI division, aiming to leverage the specialized tooling solutions provided by Argos to meet the unique and sophisticated requirements of their high-tech initiatives.

The Challenge



Our client needed 6000+ files annotated, across four different language combinations, with no efficient way of maintaining quality at scale. Each language had one source file, and four target files from various LLM and Machine Translation engines.

We crafted custom tooling to perform Multidimensional Quality Metrics (MQM) that was able to perform a thorough assessment on both source and target texts, along with subsequent annotation of the source. This closely adhered to the client's predefined categories, subcategories, severities and style guides.

All annotations and scores were consolidated into a singular JSON file for the final deliverable, formatted to a specific schema.



The tool allowed the client to automate the labelling process at scale, without sacrificing quality.

The project's complexity was compounded by the tight deadline and requirement for high accuracy.

This demanded precision, organizational finesse and strict adherence to guidelines throughout the process.

Our Focus



Rapid Tool
Development



Scalability



High-Quality
Annotations



Feedback
Mechanism



Streamlined
Process



User-Friendly
Interface



Precise
Deliverables



Data Security &
Confidentiality

How It's Going

73% Decrease in Time

Introducing the MQM Annotator tool resulted in a substantial decrease in processing time per file, plummeting from 15 minutes to a mere 4 minutes. This translates to an impressive reduction in approximately 73% in processing time.

275% More Files Daily

The enhanced efficiency empowered the team to process 275% more files each day without compromising on quality. The tool's success prompted the client to entrust the team with new expansive projects featuring diverse requirements, subsequently leading to the creation of two additional versions of the tool.

Key Learnings

1

Flexibility in Tool Design: Creating and adapting the MQM Annotator tool to meet various project requirements underlines the importance of building flexible and adaptable solutions, enabled by our ability to respond to client needs and formulate reliable solutions

2

Effective Process Optimization: Simplifying the annotation and review procedures results in notable time savings and enhanced productivity.

3

Balancing Quality & Speed: The project emphasized that high-quality output can be achieved without compromising on speed, highlighting the need for efficient workflows and smart tool design.

4

User Training & Adjustment: Providing comprehensive training for new tools guarantees smoother transitions and increased accuracy in project execution.

5

Ongoing Enhancement: Consistent feedback and updates informed by user experience can significantly improve tool effectiveness and user satisfaction.

