

GLOBAL LINGO

Fluent Communications



BNP
PARIBAS



CASE STUDY

Outstanding language services in the business sector for **BNP Paribas**



About the company

BNP Paribas Group was created in 2000 from the merger of BNP and Paribas. The new group inherited two major banking traditions: that of BNP, the first French bank, whose origins date back to 1848, and that of Paribas, an investment bank founded in 1872. Today BNP Paribas is the number one bank in the Eurozone ('Forbes Global 2000', 2011), and a major player at international level.

The challenge

As with all financial institutions, HR plays a big role in the management and upkeep of proper conduct. As such these meetings need to be documented and relayed as accurately as possible. Global Lingo provides BNP Paribas Group with transcription services for any HR meeting, and in a variety of template formats.

The solution

- ▶ Bookings for transcripts are received from across the HR function at BNP Paribas and are centrally coordinated by a dedicated Project Manager to ensure punctual delivery
- ▶ Verbatim transcripts of HR grievance and disciplinary meetings are created from audio recordings made by the HR teams and uploaded via our secure uploads site, GloZone
- ▶ Tidy up of transcripts, to improve readability while ensuring that no details are lost.

Benefit

- ▶ Making HR grievance and disciplinary meetings run smoothly
- ▶ Delivering legally acknowledged transcripts of proceedings
- ▶ Capturing all meeting content for future reference

Here's what BNP Paribas have to say about our services:

"A responsive and reliable service. Speedy turnaround, impressive! Good, effective, no problems at all."

BNP HR Team, BNP Paribas



World-leading languages services for business

Industry expertise

Our linguists are not just linguists, they are experts in their field. Global Lingo covers many business sectors, with qualified translators who operate best industry practices. Our insights ensure your next project expands beyond your expectations, taking your business to the next level in your international markets.

Personal service

From your initial point of contact, we provide you with a dedicated account manager who is devoted to guiding you through your next translation or localisation project. We work with industry-leading linguists, abide by internationally recognised quality and security standards, and ensure rigid quality assurance processes. Catering to your bespoke needs, your team at Global Lingo can take on as much or as little as you need, from tightly controlled tasks to a complete project takeover.

Leading technology

Global Lingo is adept at incorporating emerging technologies and defining new standards in the language services industry. With our GloZone client portal, you can easily oversee and administer your project all in one place. We understand that a synthesis of human touch and technology is what drives success in modern business practices. That's why we always find the right balance, and in doing so guarantee quality content and user experience.

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