

GLOBAL  
LINGO

Fluent Communications



CASE STUDY

Outstanding language services in  
the finance sector for **HSBC**



## About the company

HSBC Bank plc is one of the largest banking and financial services organisations in the world. HSBC's international network comprises around 7,500 offices in over 80 countries and territories in Europe, the Asia-Pacific region, the Americas, the Middle East and Africa.

## The challenge

- ▶ Minute-taking for confidential HR meetings
- ▶ HSBC require their minutes edited as an in-depth summary written in the past tense. This enables them to have an accurate record of the meeting which can be referred to in future proceedings.

## The solution

- ▶ Our minute-takers attend HSBC's HR, disciplinary and grievance meetings across the UK. We also remotely attend meetings by dialling into conference calls.
- ▶ Global Lingo's writers produce detailed summaries of the proceedings, enabling HSBC to have independently recorded minutes of highly sensitive discussions.
- ▶ On an average week we cover twenty meetings, ranging in duration from 20 minutes to several days.
- ▶ We deliver fully formatted documents within 48 hours of the completion of conference calls and within five days of meetings we attend in person.
- ▶ Our writers use fully encrypted laptops and all files are securely delivered as password-protected zip files.

## Benefit

We can attend meetings at very short notice, meaning that HSBC can rely on an efficient service even in emergencies.

## Here's what HSBC have to say about our services:

"The support received was very good and appreciated as always. Very professional and efficient."

**HR Team, HSBC**



# World-leading languages services for finance

## 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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