

GLOBAL  
LINGO

Fluent Communications



standard  
chartered



CASE STUDY

Outstanding language services in the  
finance sector for **Standard Chartered**



## About the company

Standard Chartered aspire to be the world's best international bank, leading the way in Asia, Africa and the Middle East. With a focus on building deep and long-standing relationships with their clients Standard Chartered are constantly looking to improve the quality of their products and services.

## The challenge

Standard Chartered, as a highly regulated organisation, required a partner to aid with their HR grievance and disciplinary meeting transcriptions. These are tidied-up documents of the meetings for the teams' records.

## The solution

- ▶ Transcription of HR grievance and disciplinary meetings
- ▶ The tidied-up transcripts are created from recordings of meetings held by the HR team
- ▶ Transcription projects are placed by one central contact at Standard Chartered
- ▶ Audio files are uploaded via our secure uploads site, GloZone, and completed transcripts are password protected and delivered using the same procedure.

## Benefit

- ▶ A secure and efficient transcription service
- ▶ Readability is improved by our editors, who review the transcript and remove any Ums, Ahs, Ers and repetitions.
- ▶ Any financial or technical terms are fully researched, so they are used correctly and in context.

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

"We have been using Global Lingo for a number of years in relation to our transcription of tapes in HR for disciplinary hearings and we find them to be reliable, discreet and extremely prompt in their services. We would have no hesitation in recommending them as a supplier."

**HR Manager, Standard Chartered**



# 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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