

GLOBAL
LINGO

Fluent Communications



CASE STUDY

Outstanding language services in the
eConferencing sector for **West UC**



About the company

West UC are an internationally recognised conferencing and collaboration service provider. With a global reach and a presence in multiple regions across Europe, Asia and the Americas, West UC offers conferencing services to over 1.7 million individual conference leaders within sectors as diverse as financial services, technology, oil and gas, retail, and primary research.

The challenge

- ▶ West UC has a broad range of clients and as a service provider has a duty in terms of delivering high-quality and timely outputs.
- ▶ Turn-around times for transcripts can vary greatly from 8 to 44 hours after a call has ended.
- ▶ Transcriptions can be both in English and non-English language, with some conferences in multiple languages.

The solution

- ▶ Global Lingo provide bespoke English-language and foreign-language transcription services to West UC's Asia-Pacific regional offices.
- ▶ Working from audio recordings uploaded to our internal secure upload site, our team of experienced writers and editors work together to create a finished document which is of the highest quality and specifically tailored to the needs of the client.
- ▶ Projects are managed across multiple time zones, giving West UC the freedom to upload projects at any time of the day or night with the confidence that they will be processed.
- ▶ Multi-lingual projects require careful collaboration between the transcription and translation divisions, and often between the offices in Singapore and the UK.

Benefit

Global Lingo's 24hours, 5 days a week approach ensures that West UC clients receive their transcripts on time and to the high standard that is expected.



World-leading languages services for eConferencing

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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