

CASE STUDY

UK Cabinet Office International Conference

LanguageLine
Solutions®



Confidential Conference with a Global Audience

LanguageLine Solutions® is proud to be a long-standing language services partner for the Cabinet Office – the highest government department in the UK. Our work together includes e-Learning training courses and materials delivered to employers across governments both in the UK and globally.

The Event

In the Fall of 2021, we were called upon to urgently support a highly confidential, invite-only live event, delivered online to a global audience of over 80 senior government officials hosted by the UK Cabinet Office. The day-long symposium, consisting of keynote speeches, panel discussions, workshops and pre-recorded pieces, required a wide range of language services including translation and proofreading of support materials, Machine Translation with Human Post-Editing (MTPE), live remote conference interpreting, and instant chatbot Machine Translation (MT) for Q&A support.

The Services

Pre-event:

- High volume, short lead time translation and proofreading of presentations and symposium programs into Brazilian Portuguese and Latin American Spanish.

During the event:

- Remote conference interpreting for the duration of the day from English into Brazilian Portuguese and Latin American Spanish across time zones ranging from Africa to South America.
- Live chatbot MT technology for Q&A sessions.

Post-event:

- MT for follow-up Q&As after the conference.



The Challenges

Interpreting: The extremely tight deadline meant that we had less than a week to find multiple interpreters who were appropriately skilled and experienced, security compliant, and available at very short notice. Each language required two interpreters because of the concentrated nature of the event and style of interpreting.

Technical: Our Client Solutions Manager carried out the test call on Monday afternoon with 4 interpreters and the customer, ensuring that everyone could hear each other, switch channels accordingly and ultimately confirm that technology was successful for all involved. Our Client Solutions Manager was also present for the full duration on the day of the conference, ensuring that everything ran smoothly from a technical perspective.

Translation: We had less than 1 week to provide Brazilian Portuguese translation of the presentation materials - a challenge in itself. We were also able to take on extra Latin American Spanish content and incorporate it into the workflow at the last minute after the UK Cabinet Office hit unexpected challenges internally. With the client's agreement, our solution to guarantee on time delivery of the last-minute content involved MPTE which proved successful, and was delivered on time and to the standard expected of such an event.

"I wanted to send you a personal note of huge thanks for your work today and over the past two weeks to support this event. It really has been something special - with the caliber of attendees from across Latin America and the Caribbean, and the quality of the discussion on such a vital topic. You have made such a difference today towards building a stronger global network. Thank you for being part of this inaugural event."

Fee Cameron,
*Flex Team Head of Communications
Prime Minister's Office & Cabinet Office*



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