

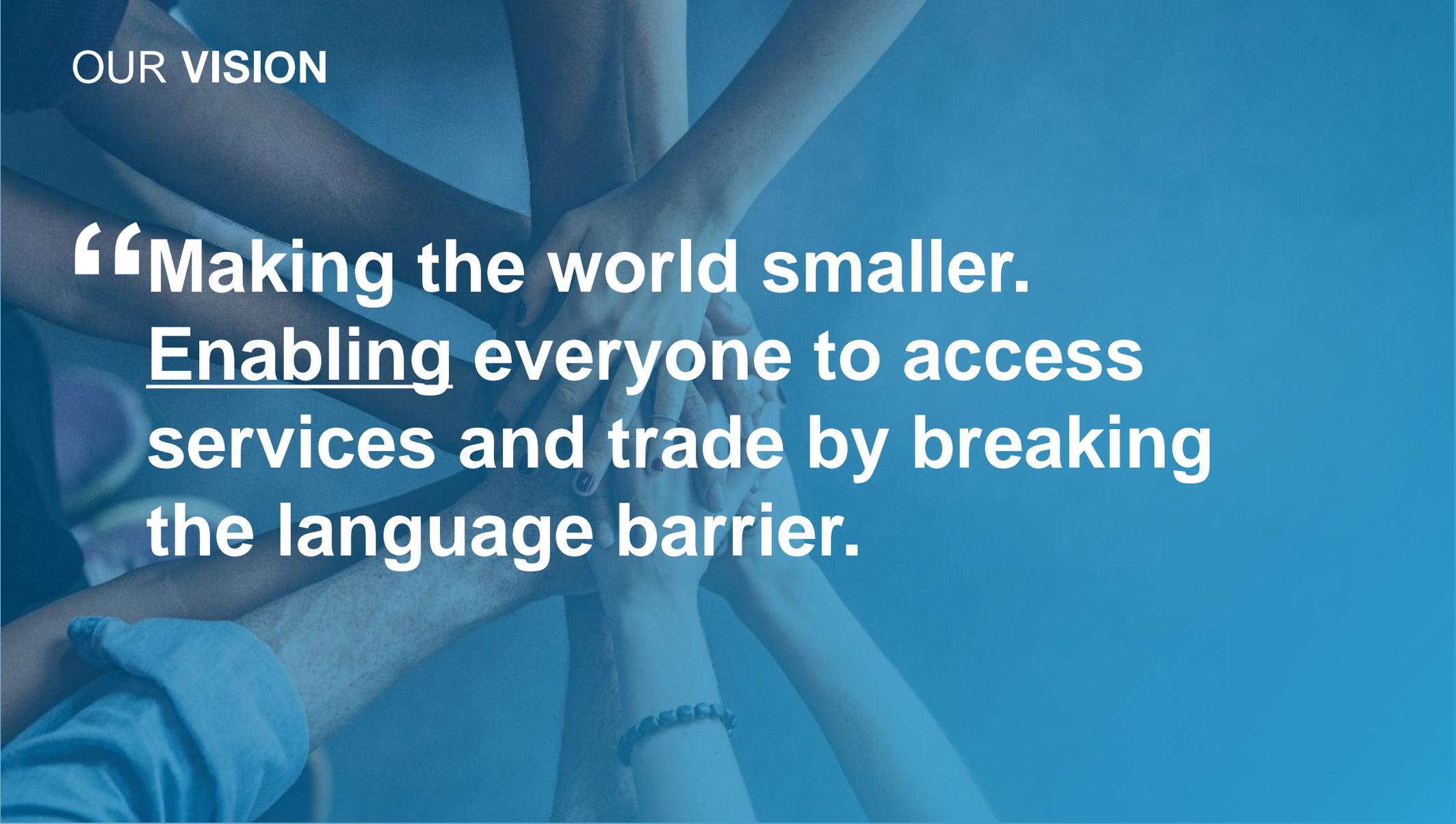


thebigword

# ENABLING GOVERNMENTS BY BREAKING THE LANGUAGE BARRIER

LANGUAGE SERVICES  
FEBRUARY, 2019

GLOBAL  
**government**  
FORUM



## OUR VISION

“**Making the world smaller.  
Enabling everyone to access  
services and trade by breaking  
the language barrier.**”

## PROFITABLE GROWTH

Established 1980 in Leeds, UK (HQ)

**4<sup>th</sup> largest privately held provider of language services globally**

Committed to continuous improvement of services and tools

## RESOURCES ACROSS THE GLOBE

600 in-house staff in 12 offices covering all time zones

Over 15,000 professional linguists in 112 countries

Translation into more than 250 languages

## COMPLETE SOLUTIONS

Translation, Desktop Publishing, Multimedia,

Interpreting: Face to face and Telephone

Business process outsourcing, Project management

In-house technology team and tools development

## AFFILIATIONS AND CERTIFICATIONS



# WORDSYNK INTERPRETER APP

## ACCESS ON THE GO

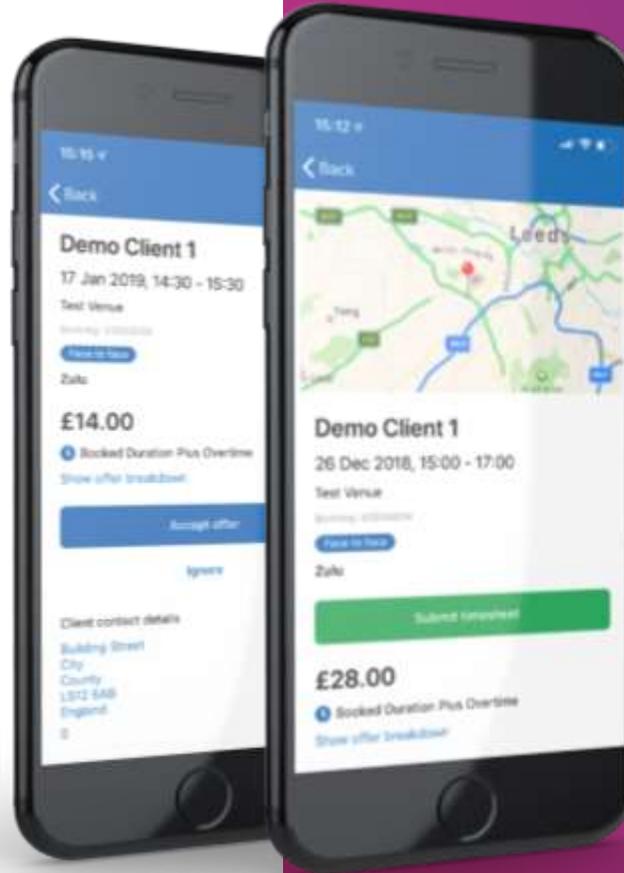
Multi platform enabled in IOS  
and Android

## PAYMENT ASSURANCE

Easy invoice upload using a  
photograph so no scanning  
required, quick and simple  
process

## OFFERS ON THE GO

Including a breakdown of offer  
transparent with payments to  
linguists



## PUSH NOTIFICATIONS

Linguists are notified as soon  
as a relevant opportunity is  
available

## UPLOAD TIMESHEETS

Easy digital recording of work  
completed for sign off

## MOBILE OFFICE

Can pick up whenever,  
wherever suits

## MAP INTEGRATION

Follow directions to bookings  
directly from the WordSynk  
app

# WORDSYNK CLIENT APP

## FEATURES

- Single set-up
- Secure calling service
- Simple 2-click calling process
- Cost tracking and reporting
- Over 250 support languages
- Priority calling services for emergencies
- Automated sourcing and interpreter match
- Dedicated call centre support 24 hours

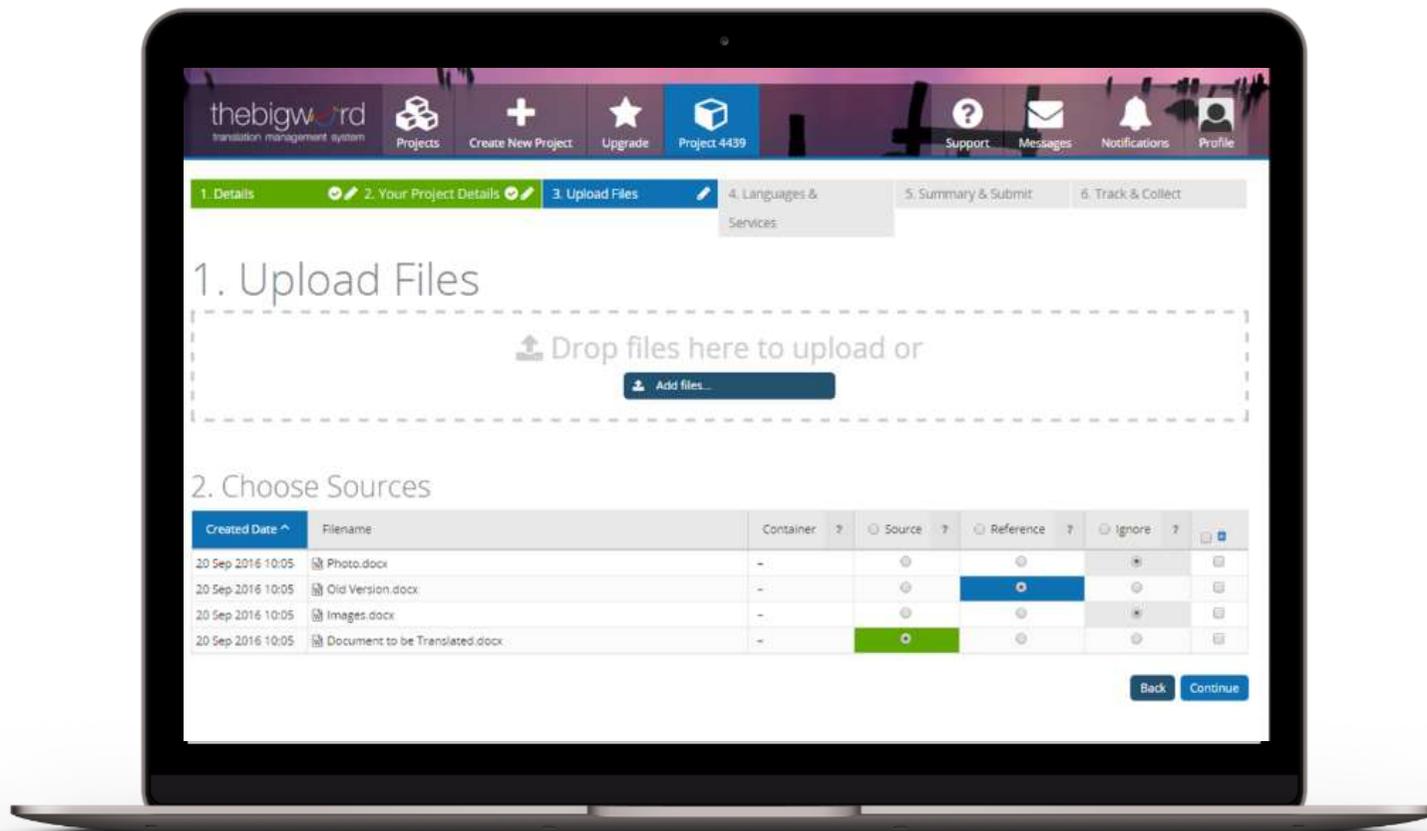


## FEATURES

- Automated end to end process
- Unique and advanced file encryption
- Prevents access and movement of secure files
- Integrated Translation Memory and terminology
- Secure deletion process on project completion

## BENEFITS

- Data security without the need for installation
- Reduced errors deliver further time and cost savings
- Enables sensitive documents to be shared and removed securely
- Seamless protection from breaches in security across all file formats





We work with **71 Countries** in the regulated sector with **32** from the Organisation for Economic Co-operation and Development.

thebigword



**18,010**

Individual requesters in the regulated sector.

**63,625**

Translation projects in the regulated sector.

**749,722**

Calls in a year in the regulated sector (Government = 718,398).

**392,208**

Face to face bookings in the regulated sector.

## UK Ministry of Justice CASE STUDY

The Ministry of Justice awarded thebigword a £196m languages services contract to supply interpreting, translation and transcription services over 7 years. Due to a delay in award, the implementation was compressed from 6 months to 3 months. The implementation of the contract required vetting the qualifications of 2,000 linguists inherited from the previous supplier, set up 24,000 individual users and create an entire Interpreting Management System from scratch.

### HIGHLIGHTS

- Developed an industry-first independent quality assurance workflow.
- Rolled out new technology and workflows to over 24,000 users with full training and support throughout.
- Implemented within 3 months delivering service KPIs and profitability in excess of budget levels achieving service standards from month 2 of the contract
- Successfully on boarded 2,000 linguists according to prerequisites chosen by the client

*"I am pleased with what we have achieved so far especially under the difficult circumstances and with what we have had to work with."*

**Mark Stewart**  
Ministry of Justice



## UK Department of Work and Pension

### CASE STUDY

thebigword and The Centre for Health and Disability Assessments work in collaboration to deliver services to non-English claimants. CHDA provide independent health assessments on behalf of the DWP and need to match Government standards in the service they deliver. Rapid access to an interpreter is crucial to the service and thebigword was identified as a key strategic partner with the right kind of public sector experience.

#### HIGHLIGHTS

- CHDA achieved Merlin Standard Accreditation and thebigword received recognition for outstanding standards in Supply Chain Management
- 7 SME's utilised in the supply chain to deliver the CHDA Contract
- 19 percent of spoken and non-spoken face to face interpreting assignment are assigned to delivered by SME's
- Over 25 percent of CHDA spend on face to face assignments now goes to SME's

*“As a small Interpreting & Translation company it has been great for us working in partnership with thebigword in providing our services on various contracts that cover the whole of the UK”*

**Jessica Wilde** - Head of Deaf Services, Remark! Ltd



## Chelsea & Westminster Hospital London

### CASE STUDY

thebigword was tasked to migrate 20 percent of the Trusts face to face interpreting assignments to telephone interpreting within the first 3 months of the contract signed between both parties. thebigword was required to achieve this objective to trigger a permanent contract from 3 years.

#### HIGHLIGHTS

- At the end of 3 months 23 percent of face to face assignments had migrated to telephone
- £73,000 annualised saving equating to a 50 percent overall reduction in spend
- 39% of all assignment are now conducted of the telephone
- 80% of physiotherapy assignment are now conducted by telephone. Previously telephone was never used
- Improved patient experience and decreased wait times

*“We have to work hard to find ways to save money within the Trust without impacting quality and we are always looking to improve. The staff at the hospital have seen a lot of change and we have worked with thebigword to help them adapt*”

**Andy Denton**, Business Manager  
NHS

## Military operations: Scalability and leadership CASE STUDY



thebigword's Defense and International Security Division provides seamless transition onto complex managed services program in Afghanistan.

### HIGHLIGHTS

- Leveraging our defence divisional experience in Afghanistan we acquire NSPA, a large buyer of language services.
- Contract opens door to NATO programs worldwide.
- TBW overcomes an established incumbent by challenging program and price assumptions, providing an agile and innovative solution.
- Utilized small business partners to mitigate risks associated with providing US Security cleared linguists and operating in Afghanistan.
- Global defence team achieves complex and ambitious transition onto program.

*“golden example of how to execute and manage a complex contract”*

**John Smith,**  
NATO Contracting Officer



## UK Police CASE STUDY

8 Police Forces in the United Kingdom contracted thebigword to undertake a transformation program across their language provisions. Historically, each Force used a decentralised model whereby officers would call off a national database of linguists. There were limited financial controls in place and no controls around qualification or security vetting compliance.

### HIGHLIGHTS

- Transformation program to centralised languages services reduced expenditure by 26% within 12 months
- Annualised auditing of 100% of all linguists qualification and security clearances
- Increased fulfilment levels to 98% and improved response times to 2 hours
- Innovative technology that is driving behavioural change across the organisation
- Successful implemented video remote interpreting via a control pilot

*“The Force is piloting innovative ways of video remote interpreting access, to overcome the security restrictions that prevent suppliers from accessing the police networks. We have successfully trialled video remote interpreting with thebigword”*

Bob Platt – IT Infrastructure Manager  
**Kent Police**

## UK Home Office CASE STUDY



thebigword is contracted to provide languages services across UK Home Office including: Immigration Enforcement, Border Force and UK Visa & Immigration. A key requirement of the contract include: provide telephone interpreting services at the point of entry into the UK, transcribing and translating audio recordings of scam marriage interviews for prosecution, face to face interpreting for covert interviews and investigations.

### HIGHLIGHTS

- 17,000 telephone assignments completed every month
- Average connection time to a telephone interpreter 27 seconds
- Improved success rates for Task Forces targeting inbound flights that have a high number of individuals seeking unauthorised entry to the UK
- Increased fulfilment to 98% across interpreting provisions
- Reduced spend by 15% by utilising the best-in-class interpretation and translation provision
- Improved productivity and accuracy of transcribed scam marriage interviews, resulting in an increased number of successful prosecution

*“my colleague has used your Transcription system before. She said it was really easy to use. The user guides looks good too, visuals always help!”*

Jessica Jardine – **Strategy and Planning Directorate**

**Home office: Immigration Enforcement**

# THANK YOU

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**NIHAT ARKAN**

P. +44 113 210 7360

E. [Nihat.Arkan@thebigword.com](mailto:Nihat.Arkan@thebigword.com)

