

## RWS Moravia's Remote Interpreting Services



In this uncertain and unprecedented time, in-person events are being cancelled worldwide, many global events are moving to online settings and companies must find alternatives for face-to-face meetings. The need for interpretation is as strong as ever in order to continue business operations and communicate effectively with global networks and customers.

RWS Moravia can provide best-fit remote interpretation solutions for all your needs. Our services include:

### Remote simultaneous interpreting (RSI)

In remote simultaneous interpreting, meetings and conferences take place in one or more languages without the interpreters being physically present. Technology enables the speakers and meeting participants to hear each other. Though multiple languages may be involved, participants listen and contribute in their own languages individually.

Either all meeting participants connect to an online meeting from remote locations, or the meeting participants can be in one location and the interpreters can be anywhere in the world.

This service includes:

- › Real-time, simultaneous interpreting for as many languages as necessary;
- › A dedicated meeting platform that can also be 'bolted on' to existing platforms such as Microsoft Teams and Zoom;
- › A secure environment ensured through password access to the specific event;
- › Participants can see each other, and the interpreters can see the participants;
- › Technical advice and onsite support for meetings with face-to-face participants and remote interpreters;
- › Depending on the platform, dozens or hundreds of people can attend; and
- › Online technicians monitor sound quality and output and support the use of multiple sound lines.

Typically, this service is used for both online and face-to-face multilingual meetings, conferences, webinars, trainings and European Works Councils.

## Video remote interpreting (VRI)

In VRI, web cameras or videophones are used to provide consecutive interpreting services between two languages in lieu of one-to-one, face-to-face meetings.

In this service:

- › Participants can see each other;
- › Documents can be shared online; and
- › The platform can be a client's preferred app, such as Skype, WhatsApp, Microsoft Teams, Google Meet, GoToMeeting, Zoom and more.

VRI is often used for business negotiations, legal meetings including witness statements, interviews, HR investigations, medical appointments and treatments and court cases.



## Planned telephone interpreting

In a planned telephone interpreting session, the client makes an appointment to have an interpreter join a phone call to help communicate with the other party. The interpreter knows the details of the assignment in advance and can prepare the relevant terminology beforehand. The interpreter provides consecutive interpretation between two languages.

If a client has a series of appointments, they can book the same interpreter for all of them and benefit from the continuity of the interpreter and their knowledge of the specific subject.

In planned telephone interpreting:

- › A named interpreter can be booked in advance; meeting participants have the time planned in their diaries and know that the interpreter is available;
- › Subject-specific interpreters can be assigned; and
- › More detailed and technical discussions are possible.

Situations in which planned telephone interpretation is used include ongoing interviews, HR meetings such as performance evaluations, contract discussions, legal discussions and therapy sessions.



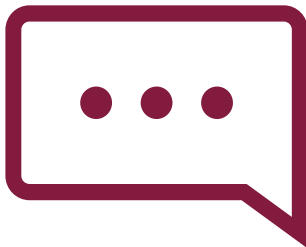
## On-demand telephone interpreting

In this service, you can connect with interpreters who are available 24/7, 365 days a year. Simply dial the Freephone number and enter your access code and PIN, and you will be connected to an interpreter who can help you communicate either one-on-one or in a conference call in your desired language pair.

In this consecutive interpreting service:

- › Interpreters are available 24/7 as needed and at short notice;
- › No planning is required; and
- › The client is charged by the minute.

Typical use cases include making appointments and follow-up calls with professionals such as doctors or lawyers, unplanned communication requiring an interpreter and client/provider communication such as with call centres.



## Consecutive versus simultaneous interpretation

Simultaneous interpreting is when interpreters are speaking at the same time as the speakers. Technology is required to keep each language on a separate line for the meeting participants to be able to hear their own language. Of the above, only RSI is a simultaneous service.

Consecutive interpreting means that the speaker takes a break in their speech to allow the interpreter to interpret. For this type of interpreting, only one line is required, which is why the interpreters can be on the same call as the meeting participants.

## Advantages of remote interpretation

- › Meetings and events can occur despite outside factors
- › If the whole meeting is online, eliminates costs such as venue rentals, catering, travel and accommodation
- › Minimal or no travel time for participants, which can improve time management and work/life balance
- › Reduced carbon emissions, waste and global footprint

## Case Study

### Challenges

- › A client in the manufacturing industry needed to hold a European Works Council Steering Committee meeting in just a few weeks' time
- › The meeting usually takes place face-to-face, but due to COVID-19 restrictions, travel was not allowed
- › Client had previously never used an online meeting platform for an EWC-related meeting requiring interpretation

### Solution

- › Our Interpreting Manager discussed the requirements with the client and identified a suitable solution
- › We arranged a demonstration of the solution to allow the client to understand how it would work
- › We allocated interpreters who had worked with the client before and had experience in remote interpreting
- › The Interpreting Manager provided instructions and guidance on meeting protocols to the delegates in the required languages in advance of the meeting

### Outcome

- › Our client had a successful meeting and is planning on using the service for further meetings during the COVID-19 crisis
- › Extra time allocated at the start of the meeting ensured that everything was in place and that the meeting could proceed effectively
- › RWS Moravia's support allowed the client to focus on the meeting content and attendees





## Why RWS Moravia for remote interpreting?

- › We assess your needs and provide the best-fit solution.
- › We assign a dedicated Interpreting Manager who supports you from the initial enquiry to the end of the engagement.
- › We manage the interpreters and platform, allowing our clients to concentrate on the attendees and content.
- › We provide technicians who will identify and manage the correct IT requirements for the service.
- › Our interpreters are experienced remote interpreters. We can provide resources with specific subject matter expertise when required.