



Background

G4S Investigations Solutions UK is a pivotal division of a globally recognised organisation committed to fostering safe and secure environments, specialising in providing a diverse range of investigation services across sectors. Their services encompass fraud detection, intelligence analysis, liability assessment and surveillance solutions, catering to major insurance firms, corporate entities, and local authorities.

G4S has an immediate need for extensive language support daily. The rapid connection of interpreters to calls involving non-English speakers is pivotal. However, G4S lacked the in-house infrastructure to meet these diverse language needs within the stringent timeframes.

Global Voices offers an array of swift services specifically tailored to meet G4S's specific needs:

- 24/7 interpretation service
- Pre-booked case meetings with suitable interpreters, either remote or in-person
- Written translations of case notes, accident reports, witness statements, and essential documentation

Challenge

- Ensuring claimants understand questions in their native languages.
- Failure to address linguistic needs promptly could result in significantly more complex and time-consuming claims processing.



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Outcomes

- Global Voices developed a purpose-built online portal tailored to G4S's specific needs, which simplifies the booking of appointments and provides comprehensive visibility into bookings, invoices, and ongoing projects. It allows for region-specific customisation, enhancing cost and time efficiencies for all involved.
- Global Voices has expanded its services across various departments within G4S and its parent company, Allied Universal, which facilitates comprehensive language support across multiple areas of the business.
- Contribute significantly to the efficiency and success of G4S's investigative operations.