



Background

Heidelberg, one of Italy's printing companies, faced a task of training clients to use their state-of-the-art machinery. The training spanned 16 days, and Global Voices provided impeccable interpretation services between Italian trainers and their clients in German and French. We deployed one interpreter from Italian to German, and another for Italian to French, ensuring precise communication between Heidelberg's trainers and their diverse client base. Despite the challenges posed by the abrupt change in training dates, our team seamlessly managed the scheduling complexities. Our interpreters enabled Heidelberg's clients to grasp the intricacies of operating their cutting-edge machinery.

Challenge

Training, located on-site in the Lombard countryside, posed logistical challenges, especially when the dates had to be shifted midway.

Smooth communication between Italian trainers and their clients in German and French.



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Benefits

- Seamless communication facilitated by our interpreters meant that Heidelberg's clients not only learned effectively, but also felt secure in their understanding, leading to better job opportunities and enhanced job security for their employees.
- Our ability to adapt to shifting training schedules, provide on-site interpreters regardless of the location, and manage complex linguistic requirements reinforced our partnership.
- Heidelberg not only achieved their training objectives but also expanded their reach, forging stronger connections with their clients.