

Case Study

Foreign Language Translation Service Helps Client Identify Risk, Successfully Complete Internal Investigation

Conduent helps a global financial services firm by translating hundreds of search terms and documents into 27 different languages.

Snapshot

A global financial services firm required immediate help with a complex foreign translation project as part of an internal investigation. The company engaged Conduent to compile a mobile team, identify and collect data, identify search terms, translate documents and perform an analysis on the data.

Results

Utilizing Conduent to provide foreign language translation services, technology and consulting expertise, the client was able to:

- Translate documents into 27 different languages, including non-Latin script languages
- Comply with EU data privacy laws
- Identify risks that were previously undetected
- Realize time and cost savings



The Situation

The client, a large, global financial services firm, faced an investigation that required examination of data that could only be collected and reviewed within the EU because of data privacy laws. Beyond the border constraints imposed by the privacy laws, the data needed to be translated into multiple languages, and the client lacked a consistent way of translating the data or performing QC on the translation.

Challenges faced by the client included:

- Review of data from different countries, necessitating data collection from multiple locations
- Data privacy laws that required data remain in Europe for collection and review
- Due to financial industry subject matter complexities, there were more than 400 search terms related to the data
- Documents required translation into 27 different languages, including non-Latin alphabet languages (such as Arabic, Hebrew, Hindi, Japanese and Korean)
- A lack of a consistent method for translating documents

The Solution

The client initially asked internal personnel to translate the documents. However, their internal staff lacked a consistent process for translating documents and had only a superficial understanding of the foreign languages. After discovering poor initial results on the translation project, the client turned to Conduent for help.

Conduent provided:

- **Rapid deployment:** Within three days of notification, a team of translators was assembled, complete with all the necessary hardware, software and consulting expertise in order to perform the collection, translation, audit and analysis.
- **Search term identification:** Consulting expertise helped identify 400+ search terms related to the areas of interest.
- **On-site project management:** Utilizing our proprietary platforms, all data was identified and collected at the client's chosen European location, ensuring all data remained within the EU, thereby complying with EU data privacy laws.

Use of our technology and comprehensive management of the process resulted in a documented, efficient and legally defensible process, which the client was able to use to correct issues before they turned into litigation.

- **Data collection:** The team coordinated the technical aspects of identifying and collecting data from various locations in different countries.
- **Foreign language translation:** The team translated hundreds of documents and search terms into 27 different languages, and validated search syntax formatting as needed. Translation included non-Latin alphabet languages such as Arabic, Hebrew, Hindi, Russian, Japanese and Korean.
- **Identification of sources of liability:** Using our proprietary platforms and expertise in foreign language translation, we helped the client identify sources of liability through identification of jargon, slang and contextual terms.
- **Technology and expertise:** Comprehensive management of the process – data identification and gathering, search term identification, translation, analysis and coordination of review with counsel – was handled by the mobile team of expert consultants.
- **Translation:** Identification of 400+ search terms, translation of hundreds of chat records and other documents of varying length were expertly translated into 27 different languages, all with a high degree of certainty, which enabled rapid identification of areas of risk.
- **Process optimization:** The client used Conduent to coordinate all technical aspects of the translation instead of dealing with disparate pieces of information, locations for reviewing data and vendors, resulting in a streamlined process.
- **Risk identification:** Sources of liability that were previously undetected were identified by expert translators through searches on jargon and use of slang words.
- **A defensible process:** Use of our technology and comprehensive management of the process resulted in a documented, efficient and legally defensible process, which the client was able to use to correct issues before they turned into litigation.
- **Compliance:** A mobile team and onsite expertise to oversee all technical aspects of the translation and audit ensured data remained on premises the entire time, allowing the client to maintain control over its data and compliance with financial mandates and European data privacy laws.

The Result

Conduent enabled the client to expedite its audit, finalize translation of hundreds of documents into multiple languages and identify risks before they turned into litigation, saving the company money in potential damages.

The client received:

- **Cost savings:** Comprehensive data identification, collection and translation services were performed within days of the initial request, saving the client significant cost and the effort of trying to perform the translation internally without qualified translators.

For more information on Conduent Legal and Compliance Solutions, visit us at:
www.conduent.com/legalsolutions,
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