

What is your challenge?

Case study

Language services for the ATCM event
(Antarctic Treaty Consultative Meeting)



Contents

3

- The client
- The challenge

6

- The solution

7

- The result

8

- Our services



ORGANIZATIONS AND INSTITUTIONS

The client

ATS (Secretariat of the Antarctic Treaty)

Our client is a well-known international organization whose goal is to promote the interests of and protect the Antarctic under a treaty seen as one of the most successful of all international agreements. This treaty works towards peaceful scientific and logistical cooperation between signatories in the Antarctic in the interest of all humankind.

The challenge

To communicate with and inform all of the organization's members, guests and observers, the client needed a team of interpreters and translators during its two-week annual meeting held in the German city of Berlin. The organization's official languages are Spanish, French, English and Russian, and although English was established as the event's lingua franca, all the delegations had to have access to the speeches in all the other official languages, as well as in English.

That was why the client not only faced the challenge of finding specialist interpreters and translators with ample experience in international topics including law, government, the environment and science, but also had to ensure that



the team of interpreters and translators operated as a single and interchangeable unit. This was because they had to work in concert throughout the event, regardless of whether they were interpreting different presentations and discussions or translating documents for the delegations, documents that would also help the interpreters do their job.

Furthermore, depending on the time and day, sessions might be held simultaneously in two rooms so that different topics could be dealt with at the same time, meaning that the interpreters also had to be doubled up.

The client asked SeproTec to handle their interpreting and translation needs for the following language combinations:

- English-Spanish
- Spanish-French
- French-Russian
- English-French
- Spanish-Russian
- Russian-English
- English-Russian
- French-English
- Russian-Spanish
- Spanish-English
- French-Spanish
- Russian-French

Translation service

Given the event's size and importance on the world stage and the variety of significant topics to be discussed, one of the client's main concerns was the tight deadlines. All the supporting documentation provided as well as any created during the meeting would have to be translated into the event's official languages more or less on the spot, meaning an incredibly tight turnaround for the translated documentation.



View of the plenary hall from the interpreting booths.

Interpreting service

Given the client was extremely happy with SeproTec and our performance during last year's meeting, with our flexibility and adaptability in the unique circumstances caused by the pandemic and the first meeting in virtual format in 2021, they requested highly experienced and specialised interpreters. The fact that the interpreting had to be on site made it harder for us to plan for the event because of the uncertain availability of the team.

The client needed SeproTec to be able to:

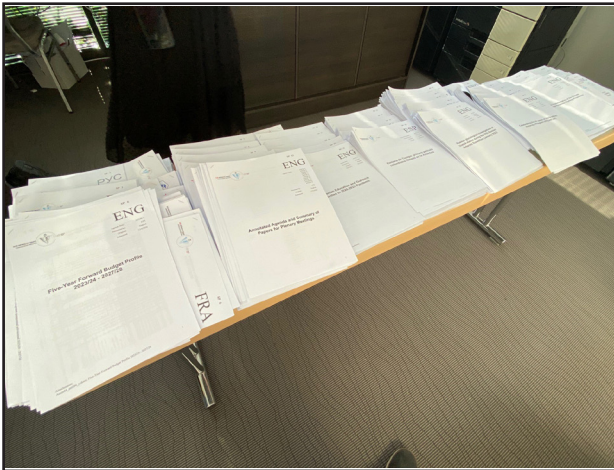
1. confirm the availability of the required international interpreters;
2. coordinate all the necessary arrangements to ensure the interpreters' presence at the event venue (travel plans, meeting the government's COVID-19 conditions, constant communication with the team, and more);
3. draw up a comprehensive plan to cover the interpreting needs of all of the sessions happening at the same time in each of the official languages.



The solution

SeproTec provided the client with a general written translation and simultaneous interpreting solution for the entire event. In so doing, SeproTec established four best practices for the challenges posed by the event:

1. organization of the joint work team that involved building a team of qualified translators and interpreters and writing up a contingency plan;
2. establishment of a two-month prelim prep period at the start of which all the interpreters and translators received the support materials required to study;



Support documentation available on-site for translators and interpreters.

3. designation of a SeproTec management and coordination team to be based on-site to ensure fluid communication with the client;
4. revision and checking of final post-event documents to guarantee the quality of the definitive documentation for publication, all of which forms part of the SeproTec translation process. Once the event was over, these documents were reviewed one last time before being finally greenlighted.



The result

The client's needs were met using a single provider so they could forget about the language aspect of the meeting and concentrate instead on making sure the event went smoothly.

In addition to the interpreters and translators, a SeproTec manager whose job it was to coordinate the interpreting and translation services was on-site at all times with the resulting time and admin savings for the client since they had a single point of contact: SeproTec.

Interpreters' and translators' pre-job preparation familiarized them with the topics to be dealt with. This, in turn, meant that once the meeting had started all the sessions could be dynamic and incident-free.





Our services

We provide a range of full-service tailor-made solutions to a client base that covers more than 13 verticals, including consumer goods, eLearning, energy, infrastructure & architecture, legal & financial, life sciences, marketing & advertising, public institutions, publishing & broadcasting, technology, travel & tourism and video gaming & entertainment.

- **Document translation.** Our team allows us to produce documents that read like originals written in the target language rather than translations.
- **Website localization.** We can work with any format available on the market today and we are always researching new technologies coming down the pipeline to help you localize your website into more than 120 languages.
- **Software localization.** Software localization isn't just translation, it's cultural adaptation to the target market. We provide services for all phases of software localization from internationalization to translation, engineering and testing.
- **eLearning localization.** SeproTec has countless hours of eLearning and multimedia localization under its belt, in over 120 languages, and we provide 24/7 support. Our vast global network of linguists and project managers will ensure a successful project providing huge savings for our customers.
- **Intellectual property translation and services.** SeproTec's multidisciplinary team of translators, proofreaders, linguists, lawyers and engineers has made us the leading company in managing and translating intellectual property texts and the safest bet for patent translation.
- **Certified and sworn translation.** We authenticate and certify the translation, comparing it to the original, in accordance with the legal requirements in each country.



- **Proofreading and editing.** We work with recognized language experts who are specialized in proofreading and editing texts, absolutely essential to ensure a document's quality.
- **Terminology management.** Glossary, terminology database and translation memory creation and maintenance by a team of professionals with expertise in managing terminology databases and adapting them to our clients' different needs.
- **Machine translation and post-editing.** Clients can choose a fully automatic machine translation service or opt to add a light or full post-editing service provided by a team of linguists and managers trained in post-edition.
- **Transcreation.** Carried out by a translator with knowledge and experience in copywriting, it involves adapting the intent, style, tone and context of the piece to the target culture.
- **Transcription.** Video and audio recordings of conversations and comments made during hearings, conferences, seminars, interviews and other events often have to be put in writing, whatever languages they are in. At SeproTec we do transcriptions in over 120 languages.
- **Testing.** SeproTec provides a testing service that combines functional and language testing of software products.
- **Multimedia localization.** Our multimedia experts routinely handle dubbing, subtitling and voiceover projects as well as digital and audiovisual localization.
- **Subtitling.** SeproTec has a team of professionals who translate the text, shorten it to fit subtitling requirements and add the subtitles to the video footage with special subtitling software.



- **Dubbing.** Dubbing removes the original character's voice and replaces it with the dubbed audio. We work with actors and dubbers from a variety of nationalities with a wealth of dubbing experience to meet all our clients' needs.
- **Desktop publishing (DTP).** We have our own in-house desktop publishing department with professional desktop publishers and localization engineers with ample experience.
- **Technical writing.** Our professional writers specialize in technical texts, with a wealth of experience in producing instruction sheets, manuals, specifications and technical documentation.
- **Conference interpreting (simultaneous, consecutive, whispered and liaison).** With a database of over 7,500 interpreters, categorized by language combination, interpreting style, field and technical expertise, we offer a wide range of interpreting services for any kind of multilingual situation.
- **Public services interpreting.** SeproTec offers clients a team of interpreters who work in official languages as well as rare dialects to support with court, security forces and corps, social services, healthcare and cultural mediation interpreting needs.
- **Remote simultaneous interpreting (RSI).** A smart solution for simultaneous language interpreting at conferences, events and meetings around the globe, no matter where the events are taking place. We use the best conference interpreters around the world and advise our clients on the best interpreting service platform solution to suit their needs.
- **Video remote interpreting (VRI).** VRI bridges the gap between OPI and in-person interpreting solutions, reducing the time and cost associated with travel and adding the advantage of visual support to OPI services.



- **Over-the-phone interpreting (OPI).** Instant over-the-phone professional assistance in 80 languages that is simpler, more convenient and more cost-effective than in-person interpreting services.
- **Sign language.** We boast a wealth of experience with different public bodies and in different fields (courts, police stations, nursing homes, social services, schools, congresses, private companies, training courses and more).
- **Equipment rental.** SeproTec has simultaneous translation booths that meet UNE 1093:1984 and UNE 1094:1984 standards, public address systems, infrared equipment for simultaneous interpreting, infoport briefcases and everything else that might be needed to make sure the event runs smoothly.



A provider of multilingual services, SeproTec Multilingual Solutions is one of the top 30 companies in the world in its sector. The company offers a broad range of translation, localization and interpreting services for businesses and, through its subsidiary SHIP Global IP, also provides intellectual property management services through a technology platform developed specifically for the IP sector. The company provides its services internationally and has production centers strategically located to ensure a 24/7 service, 365 days a year.

With Nazca Capital as a shareholder since 2021, SeproTec is internationalized and has obtained official certifications thanks to its processes and management systems for translation services, quality control and environmental management (UNE-EN ISO 17100, ISO 13485, ISO 9001 and ISO 14001).

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