

CASE STUDY

Client: Firehouse Productions

Sector: Event Management

Project: Interpreting support for major Kingfisher Group new product launch

Languages: Polish, French & Russian

About the client

Firehouse Productions are an international events specialist, known for their stunning live and virtual events for an impressive client roster, including O2, Kingfisher Group (owners of B&Q, Screwfix, Castorama, Brico Dépôt & Koçtaş), M&S and Shell.

Firehouse had been tasked to create and manage a major three-day event for Kingfisher Group to take place in Farnborough. The event involved speakers and delegates from different countries. That's when Prestige got involved...

Our challenge

With only two weeks to the event, Firehouse needed to find a reliable interpreting support service to support speakers and delegates attending from Poland, France and Russia.

As the event was showcasing new product lines and merchandising to colleagues from across the globe, being able to ensure that everyone could take away business-critical information was a key factor.

Prestige Network was able to respond quickly to the request, providing the human resource needed at very short notice. In addition to the main event we also had to consider how to support a large number of roaming groups, each with their own language requirement.

Although the lead time was minimal, we were able to provide a white-glove service, with our own management team, fully-briefed interpreters and all necessary equipment on-site and ready to support the B&Q teams.

The solution

Key to the success of the event was our ability to provide a fully managed service very quickly, wherein we sourced and implemented both the human resource and the technology required, with on-site management for the duration of the event.

To support the roaming groups, we provided specialist headsets and microphones. You'll have seen these used by tour guides, enabling our interpreters to roam with the groups.

For the scheduled presentations we provided conventional interpreting support.



A dedicated Prestige Network Project Manager attended each day of the event, effectively delivering a white glove service.

In brief we delivered:

- A team of interpreters to support each aspect of the event
- A comprehensive brief for the interpreters
- Travel and accommodation arrangements
- The interpreting technology including over 100 'travel guide' headsets
- On-site support for the duration of the event
- Post-event feedback.

During the pandemic we adopted remote video interpreting, a service that very efficiently meets the needs of event organisers. This service, in conjunction with our conventional interpreting support delivers future-proofed solutions.

See how we can help make your event runs smoothly with [conference and event interpreting](#) services and [interpreting equipment](#) hire by getting in touch via sales@prestigenetwork.com.

Very professional service. The turn-around time for the initial cost was fantastic and came in lower than initial quotes received from other companies.

Producer, Firehouse Productions



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