

CASE STUDY

Client: Minster Law

Sector: Legal

Project: Face-to-face & telephone interpreting & Translation

Languages: UK wide coverage

About the client

Minster Law is part of the BGL Group and the UK's largest RTA personal injury practice. The firm's UK-wide team handle over 50,000 personal injury claims every year and recover more than £100m in compensation on behalf of clients.

As part of the Personal Injury Claims process, Minster Law is often required to translate documentation from or into any of the languages that form part of the UK's cultural landscape.

Our involvement

In 2013 it was decided that the service should be consolidated, with Prestige Network being invited to tender alongside two other translation agencies.

Our challenge

As part of the Tender requirement, Minster Law had to ensure that non-English speaking clients could have easy access to a professional interpreter; face-to-face, by telephone, or video.

As their clients can be located anywhere in the UK, a UK-wide, flexible, simple-to-use service was an important factor in the 2013 Tender.

The account was subsequently awarded to Prestige Network, who have now supported Minster Law for 10 years.

By 2023 the requirement has grown, and the service provided by Prestige Network has expanded to meet the demand

Managing the account

From the outset of the relationship, a dedicated Legal Services Account Manager was assigned to Minster Law. Responsible for all day-to-day activities and meeting agreed service levels.



The result

Clients can now submit their interpreting requests on-line, streamlining the process and simplifying the administration.

The changing language technology landscape now allows the client to have greater choice, with options to use AI enhanced machine translation for fast, information only, translations, or with editing to enhance quality, or a professional Certified translation.

The combination of knowledgeable Account Management and an extensive linguistic resource has ensured that we continue to meet the needs of a demanding law firm.

Minister Law

Prestige Network further exceeded expectations by providing Minister Law with tracking and account management tools that enabled the firm to follow the progress of all language services projects and to establish control of costs.



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