

## CASE STUDY

**Client:** Nationwide

**Sector:** Financial Institutions

**Project:** Secure Transcription

### About the client

The Nationwide Building Society is a British mutual financial institution, and the seventh largest cooperative financial institution. As the largest building society in the world they have over 15 million members, and are headquartered in Swindon.

### The Challenge

Nationwide is no stranger to using language service providers for interpreting, translation and transcription needs. Prestige Network were contacted to provide a solution that would support a very busy and remote HR team on their confidential work that involved secure audio transcription.

The most pressing issue from any future supplier was to provide data security.

Nationwide Building Society came to Prestige Network to find a solution because of the trust built between us as a long-time interpreting provider.

### The Solution

In order to provide a highly secure and private transcription service, and in response to Nationwide's brief, Prestige Network implemented a bespoke service consisting of a carefully selected, client-dedicated team working within our head office in Newbury. The success of this service has expanded to the Member services team in Northampton who now use this service daily.

This includes using up to date encryption technology when transferring data and constructing a pin-access only transcription room where only those with the relevant security clearance could enter.

This has laid a foundation from which this service can be easily scaled to meet demand and adapted to providing high security transcription for any industry.

### Find Out More

See how we can help with your secure transcription needs by getting in touch via [sales@prestigenetwork.com](mailto:sales@prestigenetwork.com).

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