

CASE STUDY

Client: Kingfisher Group (B&Q)

Sector: DIY Retail/professional building supplies

Project: Simultaneous conference interpreting support for a major Kingfisher Group new product launch

Languages: Polish, French & Russian

About the client

Kingfisher Group (owners of B&Q, Screwfix, Castorama, Brico Dépôt & Koçtaş), are a leading DIY retail group operating internationally.

Firehouse Productions 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.

B&Q

Our challenge

Having created and developed the large international event for Kingfisher, showcasing new product lines and merchandising to colleagues from across the globe, Firehouse were now in need of language support for presenters and delegates.

And although we were well-placed to provide the human resource needed at short notice, we also had to consider how to support and manage resources for the main event and a large number of roaming groups, each with their own language requirement.

With a lead time of only two weeks to put the right resources in place, our experience in supporting complex, multi-language events paid dividends.

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 14 interpreters attending the venue daily, 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.

By calling on our extensive remote and in-person interpreting resources, Prestige Network provide tailored support packages that accommodate any size of event, any language combination and subject expertise.

Nationwide coverage means that you can call on Prestige Network regardless of your event location.

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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