



Company: Language Link Plus
Industry: Interpretation Agency
Location: Slough, Berkshire
Website:
www.languageinkplus.co.uk

"AXLR8 is true solution driven company and offers excellent value for money. Communication is effective and approach is friendly and supportive. The team are frank and honest in accepting situations. I give them 9 out of 10 for their overall performance. They have a 'Can do' culture"

Tariq Hanif

LLP have increased efficiency in matching language skills and location to client requirements by implementing AXLR8's system

Business Challenge

Managing over 1000 Interpreters and Translators spread nationwide, and matching their skills and location to the client requirements was a manual and time consuming process. With the commitment to provide a quote within 30 minutes and a confirmed booking within hours they needed to have a system in place to make that easy.

Why AXLR8?

The Staff Management and job tracking system from AXLR8 delivers the following solution:

- Fully integrated CRM system for client management
- Staff application forms and recruitment processing
- Staffing database
- Staff portal (with all past and present bookings, payroll, shifts to apply for) and many other functions
- Search facility to enable the matching of client requirements to skills and location of translator
- Sales and Marketing tools to help win new business
- Task Management system for internal employees

Key Business Benefits

- Reduce time for application processing
- Prevention of double booking by excluding clashes
- Automatic staff booking confirmations
- Easy management and distribution of briefings
- Auto SMS to confirm staff attendance
- Job Tracking
- Event qualifications search for staff (e.g. all staff with x miles with the language required.)
- Save on expenses by getting the right skills close to the client
- Staff availability
- Staff details including education, previous job files linked with documents for references, passport pictures and other ID, certificates



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Background

Language Link Plus was set up in 1989 by Tariq Hanif, who holds a BSc in Business Management and an MSc in International Business & Finance. His passion for languages meant that he went on to obtain a post-graduate Diploma from the Institute of Linguists.

Since then the company has grown considerably because of the quality of the work provided.

The two main goals of the company are for:

- **our customers to return regularly** because of the quality and cost-effectiveness of our services
- **our interpreters and translators to enjoy working for the company** and to be proud to be associated with us.

Language Link Plus is based in Slough and has 5 administrative staff. They have over 1,000 nationwide interpreters and translators on their database and provide services across a number of industries including, Legal, Business, Education and Health.

To meet client needs speedily and efficiently, they have developed a sophisticated quality control system, and this system has gained ISO 9000 certification and IIP Investor in people.

Business Challenges

Due to the nature of globalisation the requirement for Interpreters and Translators is an ever increasing industry across the world. The need to provide clients with best of breed, flexible staff is essential to stay ahead of the competition.

The Management of large numbers of staff was a cumbersome task. Staff could be double booked if not careful and the communication for each booking was a lengthy manual task.

For example, performing a search for BSL qualified translators within ten miles of the job location, previously, they had spent half a day phoning and emailing to fill that specific job, with

the AXLR8 system sending texts to translators, two had replied within 60 seconds. This shows how effective the system is making them. This is impressive for clients too as service levels agreements are always met.

The need to track jobs from initial request, booking the correct resource, completion of the job and billing the correct details could be a lengthy process. A 360° view of the customer and their jobs is essential

Solution

After reviewing the products available on the market, the management team took the decision to implement AXLR8. The main reason for this was that it was a comprehensive system that was cost effective to the business. It is a low set-up cost with a monthly charge that is not dependant on the number of users.



Results

The technology developed by AXLR8 has been designed to manage the requirements for the recruitment and deployment of language specialists.

The implementation of this system has meant the job management, staff database and client communication has been streamlined to increase efficiency without the requirement for additional staff.

