

# Idox and Interceptor Solutions manage multilingualism for public sector customers



## Challenge: Offering a high-quality, digital solution with multilingual capabilities

Following new regulations imposed by the Welsh Language Commissioner, it is now mandatory for public sector organisations in Wales to have a bilingual service delivery in English and Welsh.

For local, regional and central government, the NHS, higher and further education, as well as a number of other organisations who receive public funding, this presents additional requirements for both external and internal interfaces, including websites. Fines are also in place if organisations fail to abide by the legislation.

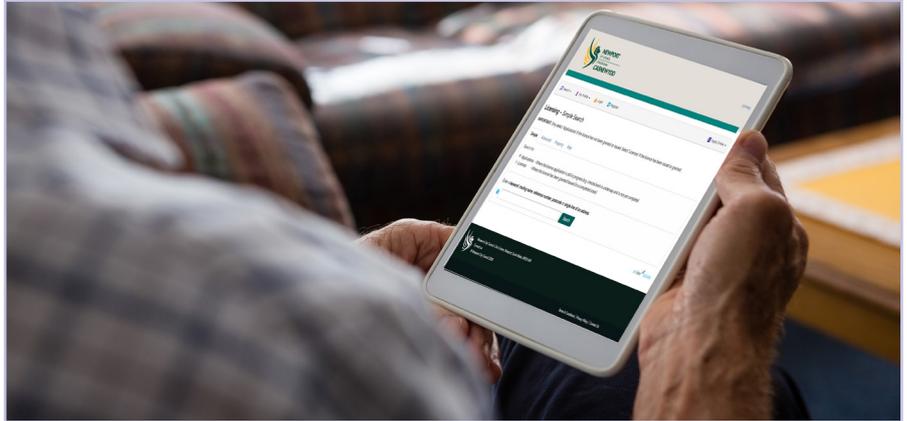
In order to comply with the Standards and help its extensive and growing public sector customer base to embrace regional variances, Idox has partnered with Interceptor Solutions – a specialist provider of multilingual solutions for software applications.

## Solution: Partnering with a market-leading multilingual specialist to deliver compliance

With its extensive experience delivering bilingual solutions to the Welsh public sector, Idox has worked closely with Interceptor Solutions to utilise its **LinguaSkin** product – an application that inserts a language selector and replaces all user interface text with the selected language. As such, multilingual capabilities are immediately added to Idox's public-facing interfaces, including Public Access.

**LinguaSkin** sits in front of web applications – between a browser and the application itself, but on the same, secure server as Idox's software – replacing all text with pre-translated content. This ensures all translations are of a high standard with complete coverage, unlike many auto-translate applications found online.

A key benefit is that the technology functions without making any changes to the core application, and works with all technologies including SaaS, cloud-based and third-party solutions. This offers customers greater flexibility and reassurance, allowing them to configure a preferred system in a timely, hassle-free manner, safe in the knowledge that they are also complying with mandatory guidance.



Given **LinguaSkin** functions without changing infrastructure, a new, fully-functional configuration can be up and running in a few days, offering the speed, efficiency and accuracy that Idox customers require.

### **Future: Making it easier for customers to acknowledge regional variances in the UK and overseas**

Having been successfully deployed in customer sites across Wales, Idox's partnership with **LinguaSkin** offers scope beyond the country and even worldwide, with more and more local authorities likely to require a multilingual interface where a dense multicultural population exists.

Census research indicates metropolitan, City, London Borough and many other Councils are likely to require multilingual service delivery, with the NHS also increasingly acknowledging regional variances in key areas that need them. Similar legislation for a bilingual service delivery exists in the Republic of Ireland with the potential to be applied to Northern Ireland, underlining the importance of being able to provide an accurate, high-quality multilingual platform that customers can rely on.

With a broad portfolio delivering digital solutions across the public sector and internationally, Idox's collaboration with **LinguaSkin** provides an additional service that will take the pressure off customers, enabling them to respect regionality and comply without costly, time-consuming intervention and development.

For more information about Idox's multilingual capabilities via **LinguaSkin**, email [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com) or speak to your Account Manager to find out how we can help.