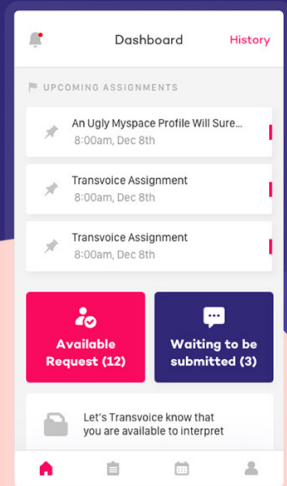
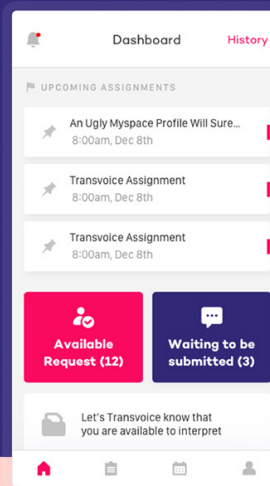
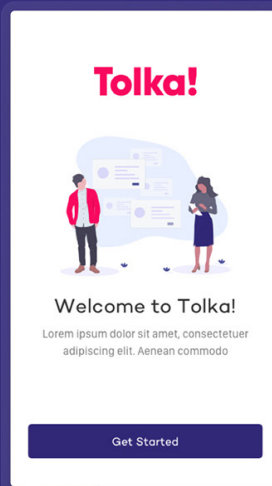


# Tolka!

WEBSITE DEVELOPMENT, E-COMMERCE SOLUTIONS

CASE STUDY **TRANSVOICE**



## Creating “Uber for Translators” for interpretation service Transvoice

Transvoice arranges thousands of interpreting and language services a day for the Swedish government, local authorities, public agencies as well as companies and organizations. Their network includes approximately 4,000 interpreters and translators, representing 206 languages and dialects.

### — THE CHALLENGE

As part of its digital transformation, Transvoice was looking to take its user experience mobile, by allowing translation and interpretation jobs over its own mobile app, including information on the client, the location and how to get there. In addition, the company wanted a complete redesign of the web portal where interpreters can manage their work to better represent their current business.

### — THE SOLUTION

To understand the customer’s needs, Niteco’s designers held workshops to nail down the main pain points of working with the current platform. Our team independently conducted extensive research on the business field and competitors’ solutions, created user personas to further clarify the needs that needed to be addressed and, finally, presented the customer with wireframes and user flows. Together, Niteco’s team and the customer agreed on a minimum viable product for the first phase.

### — THE RESULT

The result was a fresh design of the web portal, which now allows interpreters to easily track tasks. It’s a portal that users quickly embraced and are happy to work with.

The coup de grace, however, was the mobile app. Niteco’s designers created what can comfortably be called “Uber for Translators”. It alerts users to the latest tasks where an interpreter or translator with their particular skills is needed and helps them navigate to the location in question. For fast service, interpretation service can also be offered through the phone. It greatly simplifies the contact between the client and the service provider and eliminates not only unnecessary paperwork, but also the inhibition of contacting a company for interpreting services.