

How WSBI-ESBG made a 5-language event possible with remote simultaneous interpreting



“We would like you to have access to the clearest content, and that will probably happen in your native language. This is how we started thinking about the interpretation offering: the right content in the right language.”

- Constantin Vicol, Digital & Communications Advisor

ABOUT WSBI-ESBG

The World Savings and Retail Banking Institute (WSBI) is an international banking association representing 99 members in 76 countries. The European Savings and Retail Banking Group (ESBG) focuses on savings and retail banks across Europe.

Together, WSBI-ESBG advocates for socially responsible banking and serves around 1.7 billion customers worldwide.

THE WSBI-ESBG EVENT PROGRAM

As an international organization, WSBI-ESBG hosts events worldwide. Regional group gatherings, study visits, and training sessions are just some of the initiatives the company conducts all year round.

Digital and Communications Advisor, Constantin Vicol, had a simple goal while searching for a simultaneous interpretation platform: to provide “clarity and the right message to the people, being sure that they aren’t actually blocked by the language.”

AT THE 27TH WSBI-ESBG WORLD CONGRESS

 **5** languages supported

 **755** multilingual attendees

 **40** speakers from around the world

 **23** sessions backed by RSI

The Challenge

Breaking language barriers at the 27th WSBI World Congress

For the WSBI-ESBG team, allowing event attendees to participate in their native languages was key to delivering the right content clearly and effectively. Unfortunately, inviting multiple in-person interpreters proved to be a logistical challenge. Interpretation booths took up a lot of space, but with remote interpreters, the team didn't have to worry.

RSI presented a scalable solution that could also address other pressing issues, such as:

European speakers were hesitant to present in English.

Tailoring content for regional events where English was not the native language was difficult.

Inviting speakers from different language backgrounds led to inconsistencies.



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We would try to have the event in multiple languages, so the speakers should be from different parts of the world or speak different languages. You need to cover different languages like French, German, or Italian.

It's also the fact that you cannot mix an event like this. You cannot have different keynotes or portions speaking in different languages. It's not consistent at all and homogeneous...That's why the majority of our events were in English or Spanish. But that was all. It was difficult to tailor events for each region.

- Constantin V.

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The Solution

Boostlingo Events remote simultaneous interpreting

To help audiences participate in their native languages, Constantin arranged for RSI through Boostlingo Events. There were 40 speakers from around the world, and sessions were offered in **English, French, Spanish, Italian, and German**—allowing attendees to follow presentations in real time with audio and slides in their native language.

Unlike previous events where on-site interpreters arrived on the day itself, Constantin and his team could test the simultaneous interpretation platform ahead of time. As the host, Constantin had control over the platform, allowing them to test and go into the actual event with more confidence.

What the team deployed:



Remote Simultaneous Interpreters

Skilled interpreters covered five languages, without taking up any on-site space.



Responsive Tech Support

Boostlingo provided real-time support via e-mail and live chat during the event.



Multilingual Event Platform

The platform offered audio, slides, and chat in the participants' native language simultaneously. All parties enjoyed a smooth end-to-end experience.



The fact that you can upload your presentation, everything is there in one single spot, is very useful. The interpreters are there. You can connect with them. They are super flexible in terms of responsiveness.

A technician is available all the time. They respond to our emails, and you have a chat inside Boostlingo as well."

- Constantin V.



The Results

5 languages supported for a multilingual audience

With five languages supported through Boostlingo Events, attendees were able to hear and speak in their native language. Language barriers that made multilingual attendees uncomfortable participating were reduced, and event operations flowed smoothly.



Zero issues during the event

The 27th WSBI World Congress unfolded smoothly from start to finish, eliminating issues that typically arose from having to connect to different computers from different presenters.



More time to focus on other event tasks

Setting up the platform was fast and easy, allowing the WSBI-ESBG event team to focus their time and energy on other priorities on-site.



Interpretation as a core event benefit

After a successful run with Boostlingo Events, offering multilingual interpretation became a natural part of the package, encouraging more people to join.



Before, it was quite a complex discussion. Do we do it? Do we not do it? If it's needed or not needed. Now, I think it's just a part of the package, having interpretation.

- Constantin V.

Advice to peers

Together with **Boostlingo Events**, Constantin is committed to delivering seamless experiences at every stage of their events. They've already worked with interpreters in English, French, Spanish, Italian, and German—and plan to expand into even more languages in the future.

To peers who might be on the fence about moving to RSI, Constantin offers advice: “**Risk it**, take a bit of time, and investigate and talk to the team. **You will not regret it** — I’m pretty sure of it.”

Ready to make your events more accessible, engaging, and efficient? Learn more and schedule a Boostlingo demo [here](#).