

An excerpt from an EWC transcript:

Andrew Smith: The outsourcing of business services and back-office functions has been conducted in stages, but that does not mean that it does not affect more than the requisite 10 countries. As stated in the agreement, such issues should be brought before the European Works Council. For this to happen, management needs to bring the information to the Council in due time so that we can consult and help to come up with another plan. I do recognise that you have extensively researched the companies providing the services. Nonetheless, it is important that we are involved and able to study the new companies ourselves.

In passing, I am sure that it has not escaped your notice or the attention of management that many of our competitors are retreating from policies of outsourcing and off-shoring. I do worry that we are not doing that. As we have so often regretted in this forum, the company seems to leap onto these wider business trends without care and diligence.

Chris Roberts: Thank you. First, I should reiterate that our peers are uniformly looking into outsourcing. By peer, I am thinking in terms of global players with similar market capitalisations. It is absolutely crucial that we too act like a global entity. The discreet geographic business units compete locally and of course it is important that they do so. However, such models need the support of a global infrastructure. I firmly believe that this is genuinely the most efficient way to structure business services, even though it cannot be 100% free of errors.

Global Lingo's summary:

Andrew Smith: Although business-services outsourcing has been staggered, it affects the agreement's requisite 10 countries and should therefore be addressed by the EWC. Management has researched the new service providers, but we have to be involved. I would add that many of our competitors are scaling back outsourcing, so we should observe due diligence before outsourcing.

Chris Roberts: Our global peers are uniformly considering outsourcing, and we have to act globally. Discreet geographic competition is important, but is aided by a global infrastructure. Outsourcing may not be error free, but it is efficient.

Transcripts can be impractical for events that last for several hours or even several days. To give you an idea, a transcript of a typical two-day meeting will run to over 200 pages. Global Lingo would aim to summarise that meeting to a concise and manageable 20 pages.

In such circumstances, you only need the key points of discussion or decision recorded. Global Lingo can deliver these eloquently and quickly.

From the example above, you will see how our writers summarise. The main points are rendered clearly, with supporting detail incorporated where appropriate or omitted where it adds nothing to the message.