Britannic

NetTranslate for Public Sector

Language Should Never Be a Barrier to a Great Customer Experience.

Whether it's a resident needing urgent support in Arabic, a citizen accessing government services in Polish, or a caller reporting an issue in Punjabi, your ability to communicate clearly can directly impact lives. But language differences shouldn't stand in the way of delivering fair, accessible, and responsive services to every member of your community.

NetTranslate is a secure, real-time AI translation solution built for public sector organisations. It allows staff to speak and write naturally across multiple languages—without delays, third-party systems, or clunky setups. Integrated directly into your phone system, web chat, or contact centre, it provides instant two-way translation for voice and text in over 40 spoken and 100+ written languages.

How NetTranslate Works

Step 1: Speak, Type or Listen as Usual
Your team communicates in their native language, while customers speak or type in theirs. No need for additional apps or external translators.

Step 2: Instant, Real-Time Translation
NetTranslate processes voice and text conversations in real time, delivering fast, seamless translations without delays or unnatural pauses.

Step 3: Clear, Accurate Communication
Thanks to network-level integration with our NetX SIP or your SIP provider, NetTranslate ensures high translation accuracy, low latency, and superior audio quality—so conversations feel natural and professional.

Step 4: Accessible Public Service
Whether you're helping residents access housing, delivering health advice, supporting benefit claims, or responding to local concerns—NetTranslate ensures your services are understood by everyone. No delays. No miscommunications.

Why The Public Sector Needs NetTranslate

You Serve Diverse, Multilingual Communities

Local councils, NHS trusts, and public services are on the frontline of supporting increasingly diverse populations. In many areas, over 1 in 5 residents speak a language other than English at home. NetTranslate enables instant, respectful communication with everyone—regardless of their language or literacy level.

You Have a Statutory Duty to Provide Accessible Services

Under the Equality Act 2010 and Public Sector Equality Duty, services must be accessible to all, including people with limited English proficiency. NetTranslate helps meet these obligations by breaking language barriers in real time—without waiting for external interpreters or relying on family members.

You Can't Afford Delays in Critical Interactions

From housing crises to healthcare triage and emergency reporting, many public sector conversations are time-sensitive. Waiting for a translator or setting up a three-way call creates frustrating and risky delays. NetTranslate allows staff to translate instantly, keeping pace with the urgency of the moment.

You Need to Empower Frontline Staff

Frontline staff are under pressure to deliver fast, effective support. NetTranslate puts real-time language tools directly in their hands, so they can help more people, more efficiently—without the stress of communication barriers.

You're Spending Too Much on Interpreting Services

Interpreter costs often run into hundreds of thousands per year, especially with per-minute billing and multi-person call setups. NetTranslate offers predictable, flat-rate translation at scale—cutting costs while increasing access.

You're Being Asked to Do More with Less
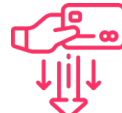
With budget constraints and rising service demand, efficiency is everything. NetTranslate reduces overhead, lowers reliance on multilingual hiring, and scales across departments—without expensive hardware, training, or vendor lock-in.

You Need a Solution That's Secure and Compliant

Public sector data is sensitive. NetTranslate uses encrypted, GDPR-compliant infrastructure with optional transcription for record-keeping, FOI requests, and internal auditing—ideal for councils, NHS organisations, and government departments.

Features	Description
Real-Time Translation	• Supports voice & text translation. • Translates **40+ spoken languages*** & 100+ text chat languages*
Network-Level Integration	• Works with NetX SIP service • Native telecom network processing • Low latency, high performing audio
AI & NLP Accuracy	• Contextually accurate translations • Understands accents and regional variations • Learns and improves with AI
Multi-Channel Integration	• Integrated with phones systems • Works across messenger & web chat
Minimal Delay & High Audio Quality	• Delivers translations within 1–2 seconds • Provides crystal-clear audio quality
Multi-Device & Carrier Integration	• No data storage • End to end encrypted translations
Customisable Language Options	• Supports language-specific call extensions • Enables customisable language workflows
Scalability & Deployment	• Scales to handle high call/chat volumes • Supports on-premise, private cloud, and SaaS • Adaptable to growth • Can be integrated into any SIP-based phone system • Compatible with contact centre
Customisable Number Display	• Real-time transcription enabled • Creates detailed conversation logs

***Afrikaans**, **Albanian**, **Amharic**, **Arabic**, **Armenian**, Assamese, Aymera, **Azerbaijani**, Bambara, **Basque**, Belarusian, **Bengali**, Bhojpuri, **Bosnian**, **Bulgarian**, **Catalan**, Cebuano, Chichewa, **Chinese (Simplified)**, **Chinese (Traditional)**, Corsican, **Croatian**, **Czech**, **Danish**, Dhivehi, Dogri, **Dutch**, **English**, Esperanto, **Estonian**, Ewe, **Filipino**, **Finnish**, **French**, Frisian, **Galician**, **Georgian**, **German**, **Greek**, Guarani, **Gujarati**, Haitian Creole, Hausa, Hawaiian, **Hebrew**, **Hindi**, Hmong, **Hungarian**, **Icelandic**, Igbo, Ilocano, **Indonesian**, **Irish**, **Italian**, **Japanese**, Javanese, **Kannada**, **Kazakh**, Khmer, Kinyanwanda, Konkani, **Korean**, Krio, Kurdish (Kurmanji), Kurdish (Sorani), Kyrgyz, **Lao**, Latin, **Latvian**, Lingela, **Lithuanian**, Luganda, Luxembourgish, **Macedonian**, Maithili, Malagasy, **Malay**, **Malayalam**, Maltese, Maori, **Marathi**, Meiteilon (Manipuri), Mizo, **Mongolian**, Myanmar (Burmese), **Nepali**, **Norwegian**, Odia (Oriya), Oromo, **Pashto**, **Persian**, **Polish**, **Portuguese**, **Punjabi**, Quechue, **Romanian**, **Russian**, Samoan, Sanskrit, Scots Gaelic, Sepedi, **Serbian**, Sesotho, Shona, Sindhi, **Sinhala**, **Slovak**, **Slovenian**, **Somali**, **Spanish**, **Sundanese**, **Swahili**, **Swedish**, Tajik, **Tamil**, Tatar, **Telugu**, **Thai**, Tigrinya, Tsonga, **Turkish**, Turkmen, Twi, **Ukrainian**, **Urdu**, Uyghur, **Uzbek**, **Vietnamese**, **Welsh**, Xhosa, Yiddish, Yoruba, **Zulu**

Talk to the solutions people.

Britannic are an award-winning specialist in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach has helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, and Video Interaction Management, to increase efficiencies, personalise interactions, introduce automation and reduce cost.

Book A Free Demo With One Of Our Specialists Today!