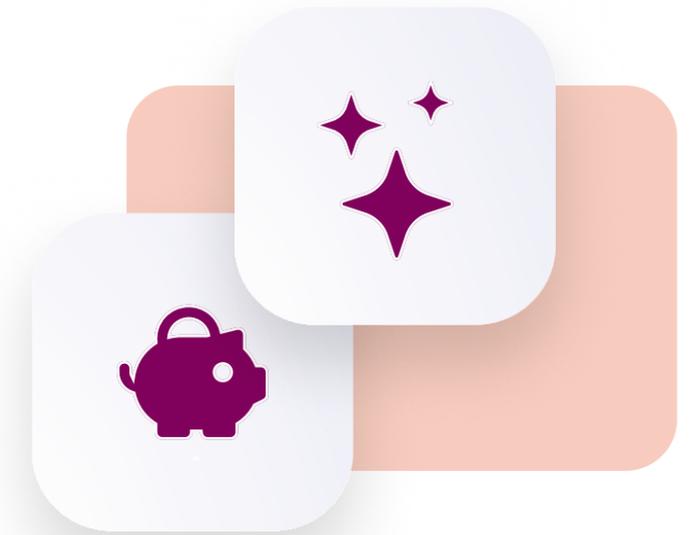


Unit4 Scales Enterprise Success Across Languages



UNIT4

01 Industry

ServiceNow

02 Integrations

Email

03 Channels

Financial Services

Introduction

Unit4 delivers next-generation enterprise resource planning (ERP) solutions to over 5,100 organizations worldwide. Their solutions integrate financials, procurement, project management, HR, and FP&A capabilities, serving customers such as Southampton City Council, Metro Vancouver, Buro Happold, Devoteam, Save the Children International, Global Green Growth Institute, and Oxfam America.

Unit4's commitment to excellence has been recognized with a ranking of 12th in The Software Report's Top 100 Software Companies of 2024, demonstrating its leadership in providing innovative solutions to mid-market organizations worldwide.

“The integration of Language I/O has transformed how we support our global customer base. Our customers can now engage with our support team instantly in their native language, leading to faster resolutions and higher satisfaction rates. This seamless experience has become a key differentiator for Unit4 in the competitive ERP market.

Pierre Martin
Acting Global Head of
Customer Support at
Unit4

The Challenge

With operations across North America, the UK, Ireland, Nordics, Asia Pacific, and Europe, Unit4's customer support team of 250+ agents faced significant language barriers. Only 20% of their agents were multilingual, yet they needed to serve customers in seven languages. Their previous approach relied entirely on manual translation efforts by support staff and customers, creating inefficiencies and potential delays in resolution times.

The Solution

Unit4 implemented Language I/O to ensure they could best serve customers in their native language and facilitate conversations that were fluent, business-accurate, secure, and easily integrated with their CRM, ServiceNow.

Powering Enterprise Success Through Precise Business Conversations in Any Language

Unit4's ERP solutions demand precise translation of specialized terminology across finance, HR, procurement, and project management. In addition, they are a "People First" company and want to maintain a consistent brand experience no matter the language.

With Language I/O, they can ensure the accurate translation of industry-specific terms that help organizations, whether managing NHS medical services or transforming educational institutions.

Unifying Customers and Team Members in Real-Time

Unit4's seamless integration of translation tools directly within their support systems eliminates the need for staff and customers to rely on external translation services or manual processes. The result is fluid, natural conversations that connect Unit4's global customers directly with their support team's expertise, regardless of language.

Protecting Customers and Their Data with the Highest Security Standards

As an ERP platform handling sensitive financial, employee, and customer data across global organizations, Unit4 required a translation partner meeting the highest security standards. Language I/O's zero data retention policy and industry-leading security certifications made them the clear choice, ensuring that sensitive information is protected throughout the translation process while maintaining compliance with international data protection regulations. The commitment to data security and rigorous standards certification allow Unit4 to confidently extend its translation services across its entire customer base without compromising its strict security protocols.



The Results

Enhanced Customer Experience

- Improved customer satisfaction through native language support
- Faster issue resolution by enabling access to all English-speaking consultants
- Better understanding of technical issues through accurate translations
- Greater convenience with built-in translation tools

Operational Benefits

- Expanded support coverage across seven languages (English, Dutch, Norwegian, Swedish, Spanish, German, and French)
- Improved time-to-fix metrics
- Increased accessibility to global markets
- Enhanced communication accuracy through specialized business terminology

Security and Compliance

- Maintained strict privacy and security regulations
- Ensured data protection standards
- Protected customer trust through secure translations



Conclusion

Unit4 transformed its support operations from manual translation efforts to an efficient, automated system. The partnership yielded significant results: higher customer satisfaction, faster resolution times, and expanded language support across seven languages while maintaining strict security standards for sensitive financial and employee data.

Want to know more about how we can help you achieve similar results?

[Get a demo](#)

Implementation Success

The implementation process was smooth and efficient, with Language I/O demonstrating strong understanding of Unit 4's business requirements from the start. The go-live in July 2024 proceeded without internal or external issues, supported by an approachable and responsive Customer Success Team.

Business Impact

Since implementing Language I/O's translation solution, Unit4 has transformed its global support operations, delivering measurable improvements across key performance metrics. Unit4's decision to choose Language I/O has proven successful, particularly in:

- **Higher customer satisfaction scores**
- **Improved customer experience through accurate technical translations**
- **Faster resolution times**
- **Stronger global market presence**

Why Unit4 Chose Language I/O

Unit4's successful partnership with Language I/O stems from a comprehensive solution that aligns with their enterprise needs. The combination of adaptable technology, domain expertise, and dedicated support ensures that Unit4 can deliver accurate translations while maintaining its high standards for customer service and technical precision.

Unit4 attributes their successful implementation to Language I/O's:

- **Customer-centric approach**
- **Flexibility in handling product-specific language needs**
- **Easy system integration**
- **Strong ongoing support and collaboration**
- **Accurate translation capabilities**