# F-Secure Delivers Seamless Global Support with Language IO

## F-Secure Eliminates the Speed vs. Scale Trade-off

For 35+ years, F-Secure has protected millions from cybercrime as the world's leading security experience company. Their mission - make every digital moment secure, for everyone. **This demands global multilingual support without compromising privacy or speed.**

That global mission brings with it a global challenge, supporting customers in multiple languages across time zones and markets while maintaining the highest possible standards for privacy and data security.

## The Challenge:
## Scaling Secure Global Support

To meet this challenge, F-Secure partnered with Language IO to unlock **secure, scalable multilingual support within Salesforce**, empowering agents to assist any customer, in any language, without compromising speed, cost efficiency, or compliance.

With customers in more than ten languages and operations across Finland, Poland, and Malaysia, F-Secure's support team faced the classic growing pains of a multilingual global brand.

**Low-volume languages made hiring impractical.** Minimum 2 agents per language, many multilingual just to cover gaps.

**New market expansion stalled** creating an inability to justify native speaker hires before demand proved out.

**Volume spikes crushed wait times,** especially in chat, where customers expect instant responses.

**Onboarding temp staff took too long.** By the time help arrived, the spike was over.

"We take data privacy very seriously and never compromise on how securely we handle customer data. Language IO aligned perfectly with those values."

# The Solution:
## Language IO for Real-Time Multilingual CX

F-Secure implemented Language IO's Salesforce-native translation across email, chat, case, and knowledge base.

The decision came down to two non-negotiables:

**Data security and compliance aligned with F-Secure's privacy requirements.**

**Ease of use for support teams, ensuring adoption without friction.**

With Language IO, agents could instantly translate incoming and outgoing chat messages and publish knowledge articles in multiple languages, without waiting for human translation or adding new headcount.

This meant **faster scaling into new markets, better coverage during peak hours, and improved efficiency across global teams.** And because Language IO works directly within Salesforce Service Cloud, no separate interface or manual process slowed them down.

**"The teams with the highest workload like that they can get help from other teams with lower workload. It helps us manage demand more evenly."**

While F-Secure anticipated a slight dip in CSAT and NPS due to the preference for native-language speakers, the trade-off was worthwhile: **broader coverage, faster support, and a stronger ability to meet customers where they are.**

# Greater Flexiblity, Faster Response Times

With Language IO embedded into daily operations, F-Secure has gained measurable efficiency and agility across its global support organization.

Agents in high-volume regions can now rely on colleagues across locations for help with multilingual interactions, **creating a more connected, collaborative global team.**

At the same time, F-Secure recognizes the cultural nuances of multilingual support.

Ongoing quality analysis and knowledge sharing help teams understand conversational patterns by market and maintain empathy, accuracy, and trust with every interaction.

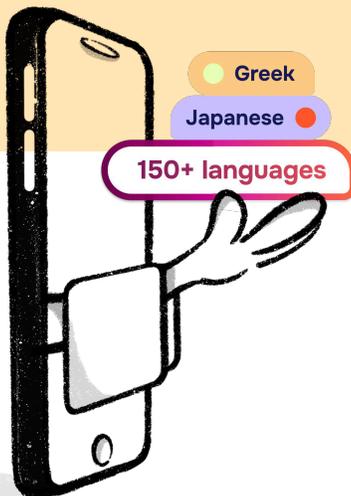**Expanded multilingual reach without increased staffing**

**Shorter wait times during unexpected chat volume spikes.**

**Increased chat sessions vs. phone sessions, improving scalability.**

**Faster publishing of multilingual support content.**

F-Secure continues to evolve its global customer support model with the same principle that drives its business: secure, seamless, human-centered experiences.

With Language IO, the company has built a foundation that scales effortlessly, safeguards privacy, and keeps every digital interaction secure, no matter the language.

## About Language IO

Language IO empowers global support teams to communicate fluently with customers in any language (across chat, email, ticketing, and voice) all within their existing CRM. With enterprise-grade security and multi-model translation intelligence, Language IO delivers accuracy, consistency, and scale for the world's most customer-obsessed brands.

**Because when you're building a global brand, language shouldn't be a barrier, it should be a bridge.**