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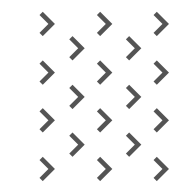
oncall

Interpreters & Translators



*Meeting your language needs &
Exceeding your expectations*

COMPANY PROFILE



2024-2025



2024-2025



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ABOUT ONCALL

2024-2025



ONCALL Language Services has been a beacon of linguistic excellence since 1984, offering a complete suite of language solutions tailored to meet the diverse needs of our global clientele. With offices across two continents and a network of over 15,000 interpreters and translators, we are committed to breaking down language barriers and empowering communication in over 300 languages and dialects, 24/7, 365 days a year.





MEET OUR FOUNDER AND CEO

Hulus Hulusi

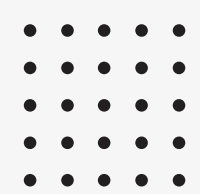


Our CEO, a distinguished interpreter himself, established ONCALL with a vision to overcome language barriers and assist communities. Prioritizing quality over cost, he gathered a team of top-notch interpreters, handpicked for their expertise and dedication.

Fostering a culture of open dialogue and close-knit relationships. He has created a welcoming space where feedback is not just accepted, but actively sought. This approach ensures that our solutions are not one-size-fits-all, but carefully tailored to meet the unique needs of our clients.

His passion and vision inspire everyone who is part of our journey, driving us to continually strive for excellence and propelling ONCALL to the forefront of language service providers.





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VISION AND MISSION

VISION

At ONCALL, we envision a world where language is no barrier to communication. We aim to be the trendsetters in the language services industry, fostering a culture of growth, learning, and innovation. Our departments work in tandem to create cohesive strategies that propel us to new heights, reshaping the global landscape of language services.

MISSION

ONCALL's mission is to empower its clients to engage with and support the diverse communities they serve. We do not simply act as vendors or suppliers to public sector organizations; instead, we strive to be collaborative partners, working together to develop innovative solutions that enhance service delivery and positively impact the Language Services Industry as a whole.



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OUR SERVICES



CONFERENCE INTERPRETING:

Our conference interpreting services ensure precision and clarity for seamless global communication.



TRANSLATION & DESKTOP PUBLISHING:

Unlock a world of possibilities with accurate and culturally nuanced translations and refine your multilingual materials across various industries.



COMMUNITY-BASED INTERPRETING:

Ensure smooth interactions in real-time with our professional on-site interpreters.



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OUR SERVICES



TRANSCRIPTION:

Rely on us for efficient, high-quality transcriptions that capture spoken words with meticulous precision.



TELEPHONE & VIDEO INTERPRETING:

Connect effortlessly across languages with our telephone and video conference interpreting services.



SIGN LANGUAGE INTERPRETING:

Enable inclusive and effective communication with our sign language interpreting services.

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OUR SECTORS

From healthcare to finance, government to tourism, and beyond, ONCALL's expertise spans multiple sectors, ensuring that every word is translated with accuracy and every message is conveyed with the intended impact.

Driven by a commitment to overcoming linguistic barriers, ONCALL has become a leading language service provider, helping commercial, healthcare, and government clients engage with their culturally and linguistically diverse customers.



HEALTH



GOVERNMENT



TOURISM



EDUCATION



FINANCE



INSURANCE



JUSTICE



EXPORT
& TRADE



MIGRATION
& REFUGEE



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OUR TECHNOLOGY

As one of the largest Language Service Providers in Europe, ONCALL is known for its in-house technological solutions like NextGen, CaptionConnect, NXT, FaceConnect, VoiceConnect, and VRIConnect. The company's investment in R&D and technological infrastructure enables swift adaptation to changing market demands, ensuring uninterrupted service delivery even during challenging times.

NEXTGEN:

a comprehensive interpreter booking and management platform to ensure timely matching of bookings with the most professional, highest qualified and most appropriately experienced interpreters. NextGen also offers portal access for clients to request and manage their interpreter bookings from an intuitive, secure and easy-to-use booking interface.

NXT:

provides clients with an easy-to-use and secure portal to safely submit translation requests and receive their translated files.

VRI CONNECT:

allows clients to utilise their preferred video conference software to access interpreters via video, whilst also integrating with FaceConnect in the background to allow ONCALL to provide accurate reporting, billing and metadata for each call.

CAPTIONCONNECT:

powerful, easy to use, cloud-based software that allows you to convert speech quickly and accurately to text in real-time in over 100 different languages from anywhere in the world, creating inclusive workplaces, learning environments & communities.

FACECONNECT:

accessible via laptop, desktop, android and iPad tablet, offers features and functions specifically designed for delivering interpreting services via video which are unavailable in other video conference software in the market.

VOICECONNECT:

allows clients to access telephone interpreters on-demand from a landline or mobile phone, via an IVR (interactive voice response) and keypad entry workflow solution.

TECHNOLOGICAL PROWESS:

Our in-house technological solutions like NextGen, CaptionConnect, and VRIConnect are the engines that power our mission. They are the tools that enable us to pivot with agility, connect with clarity, and deliver with precision, no matter the challenge.

GLOBAL REACH:

Our vast network of professionals covers 300+ languages and dialects, ensuring availability around the clock.

EXPERIENCE AND EXPERTISE:

With over 40 years of industry experience, we offer customized solutions based on our deep expertise.

STAFF INTEGRATION:

With 70% of our staff being interpreters or translators themselves, we are a family that speaks the language of unity. Our internal communication platforms are vibrant forums of ideas, experiences, and support, fostering a sense of belonging and shared purpose.



WHY ONCALL?

BUILDING RELATIONSHIPS:

We believe in building lasting relationships with our clients and linguists. Our open-door policy has been key to our success, fostering a family-like atmosphere where everyone's voice is heard, and their contributions are valued.

INNOVATION:


Our proprietary technology platforms provide secure, intuitive, and efficient ways to manage language services. Leveraging the latest advancements in AI and machine learning, we enhance our efficiency and speed without compromising on quality. We stay ahead of regulatory requirements, including GDPR compliance, and prioritize the security of our translations.

QUALITY ASSURANCE:

We translate millions of words and facilitate thousands of hours of interpreting each year, maintaining the highest standards of quality. We maintain the highest standards of quality, with stringent recruitment processes and continuous training for our staff. Our translators and interpreters are not just linguists; they are industry experts who ensure every word conveys the intended message with clarity and accuracy.

CLIENT-CENTRIC PRICING STRATEGY:

Understanding the diverse needs of our clients, we offer a flexible pricing strategy that includes standard rates with discounts based on project technicalities and length. Our use of local translators and interpreters across different countries allows us to provide competitive rates without sacrificing quality. We believe in building bridges, not just between languages, but between hearts and minds. Our relationship with clients is a tapestry woven from threads of trust, reliability, and mutual respect. We listen, we adapt, and we deliver, creating bespoke language solutions that fit like a glove.



2024-2025



300
Languages
and dialects available

20,000
Hours of video
conference
interpreting per year

170
Remote simultaneous
interpreting meetings
per year

285,000
Face-to-face
interpreter bookings
per year

3,000,000
Words
translated per year

200
Conference
interpreting meetings
per year

4,000,000
Minutes of
telephone interpreting
per year

15,000
Professional
interpreters and
translators

2024-2025

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OUR PARTNERS

TRAINING EXCELLENCE:

Our training programs for Interpreters and Translators are the crucibles where linguistic talent is forged into professional excellence. We nurture interpreters and translators who are not just linguists but cultural ambassadors, equipped with the skills to navigate complex social landscapes and the empathy to connect on a human level.

At ONCALL, learning never stops. Our comprehensive training modules cover the latest industry trends, ethical standards, and technological advancements, ensuring our interpreters and translators are always at the forefront of the language services industry.



Dublin International University:

ONCALL has partnered with Dublin International University in providing a certificate course for any rare language interpreters.

In the rare languages where qualifications/ certifications are not available ONCALL's interpreters will be certified and qualified. The course structure follows; Theory - 30 Hours and Practical - 90 Hours.



Migrant Women Association Malta:

One of ONCALL's core initiatives and the best example of striving to deliver a social change can be demonstrated by our recent partnership with Migrant Women Association Malta (MWAM).

The purpose of this partnership is to create a comprehensive training program that can empower female Migrants and Refugees in Malta to become professional interpreters and cultural mediators. This programme will provide the women with an opportunity to built a career in interpretation and create a space for themselves within their community.



RMIT University:

With a long-standing relationship in the translating & interpreting industry.

RMIT University has partnered with ONCALL to deliver a project focused on 'Best Practices for the Translation and Interpreting Service Delivery '. A significant part of the project was focused on providing high-quality professional development courses and modules for ONCALL interpreters over 3 years. ONCALL's purpose with this partnership is to focus on quality, client satisfaction and on facilitating a service to achieve excellence in the communication process.



Westminster University:

A new partnership between the University of Westminster and ONCALL will allow students and alumni of the translation and interpretation course to develop their conference interpreting skills and gain valuable practice hours during real conferences.

Students and graduates will have the opportunity to complete 15 hours of 'dummy booth' practice online. Students still work in pairs interpreting exactly as they would do in a real interpreting scenario. After completing 15 hours in the dummy booths, trainee interpreters will be assessed by Westminster lecturers and, if they attain a good level, can start working as professional interpreters with ONCALL.

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CONTACT US

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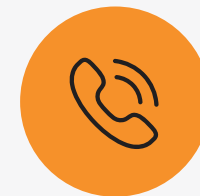
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