



eBRAM's secure legal translation portal accelerates speed to insight with 90% of translations solved by MT

www.ebram.org

The client

eBRAM International Online Dispute Resolution Centre

Industry

Legal

Established

2018

Headquarters

Hong Kong

Solution elements

Language Weaver Edge

When it comes to cross-border business, legal disputes are an unfortunate fact of life. With legal systems and laws differing from one country to another, resolving disputes can be time-consuming and complex, especially when it comes to overcoming language barriers.

The path to secure translations

eBRAM, a Hong Kong based non-profit, is dedicated to facilitating business negotiations and making international arbitration a more straightforward and secure process to resolve disputes. The solicitors, lawyers, and legal students at eBRAM's small to medium-sized clients work across the Asia-Pacific region and around the globe. Their roles require the continuous translation of high volumes of legal information including case summaries, evidence and other documentation securely.

eBRAM's relationship with the Government of Hong Kong enhances legal translation services in the region, focusing on secure, accurate document handling. This partnership supports the specific needs of Hong Kong's legal community, ensuring confidentiality and precision in multilingual legal processes.

Initially, legal staff turned to convenient and free online translation tools. These tools were limited in many ways, including file sizes for upload and translation accuracy. Most importantly, using free translation tools exposes documents to the risk of potential breaches.

With the implementation of Hong Kong's Arbitration Ordinance (Chapter 609), stricter regulations came into effect requiring that arbitration documents remain confidential. Finding an alternate – and more secure – solution became critical.

This is when RWS and Language Weaver Edge came into the picture.

Adopting Language Weaver Edge for streamlined legal solutions

eBRAM met with RWS's local Hong Kong contact to learn about Language Weaver Edge and consider using its machine translation capabilities for an online portal. To ensure the highest level of security, eBRAM wanted a solution that would be installed on-premises and managed by their team in-house.

While exploring options, eBRAM met with many of RWS's global teams, including teams in the UK, Netherlands and Asia. After seeing a proof of concept, eBRAM decided to partner with RWS and use Language Weaver Edge for its online translation portal solution.

"To ensure confidentiality and compliance, our clients needed a secure translation solution that would allow them to keep control of the mediation and arbitration documents," says Albert Leung, Chief Technology Officer at eBRAM. "RWS has a very strong reputation, and we wanted a world-class solution that could be installed on-site."

To facilitate secure translation for their clients, eBRAM integrated Language Weaver into its online portal. A subscription allows legal teams from eBRAM's clients to access the portal, which enables instant translation in multiple languages.

"Setup and implementation went very smoothly," Leung says. "The team from RWS was polite and responsive, and if we encountered any hiccups, an email or phone call solved the issue very quickly."

Rollout of the translation portal was accompanied by an educational campaign, which included a brochure, webpage and webinars. Leung met with clients to explain how the translation portal works, why it's secure and other benefits. This training increased the confidence of eBRAM's clients and helped them to feel comfortable using the platform, leading to strong adoption and use.

eBRAM initially offered five languages, but demand for more languages quickly followed. Because Hong Kong is a central hub for commerce, its legal community regularly works with many different languages ranging from regional APAC languages such as Simplified Chinese, Traditional Chinese and Vietnamese, to other widely used languages such as Spanish, Russian and Arabic.

With the ability to translate in over 3,000 language pairs, Language Weaver can accommodate any of eBRAM's language requirements. eBRAM has recently added 10 more languages to meet the demand from its clients and human translation is still an option.

"Our clients are small- to medium-sized businesses. They use Language Weaver for a quick translation that is 70-80% accurate so they can understand what the document says. If they need a fully accurate document, human translation is also available from RWS," Leung says. "I like that I can work with RWS for both machine and human translation to help my clients."

“Even though there are a lot of companies offering translation software in the world, I suggest working with a well-recognized company with a large customer base. There’s a reason RWS is one of the largest companies in the world and as a customer, my experience has been very good.”

Albert Leung
Chief Technology Officer
eBRAM International
Online Dispute
Resolution Centre

Arbitration made more secure and efficient

The translation portal has been a huge success for eBRAM and its clients. Translation can now be done more efficiently and quickly, and use of the portal is growing every day. Files up to 100MB can be uploaded and securely translated, ensuring compliance with Hong Kong’s regulation 609.

eBRAM’s clients also benefit from Language Weaver’s adaptable engines, which are AI-driven systems that customize machine translation output to fit specialized content. Training allows the machine translation output to be adapted for legal subject matter, such as industry terminology, specialized vocabulary and brand requirements, resulting in higher quality and faster processing.

Speed to knowledge and speed to insight are among the biggest benefits for eBRAM and its clients. With the rapid pace of business today, people need to receive information in their own language to make decisions and work more efficiently. Language Weaver Edge is fulfilling 90% of the translation needs of eBRAM’s clients.

Legal teams also have greater peace of mind since the translations are performed in a secure way and comply with Hong Kong’s confidentiality requirements.

“Our clients can now use Language Weaver Edge through our translation portal to resolve disputes faster and in a more secure way,” Leung says. “I expect the number of people using the portal will only continue to grow.”



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Key stats

- Total of 30 language pairs
- 10 additional languages recently added
- 4 adapted engines
- 1,645 subscribers
- 90% of translations solved by MT
- 3,000 Language Weaver language pairs available

Learn more about Language Weaver

[languageweaver.com](https://www.languageweaver.com)

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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