



INDUSTRY NAME

Insurance

LOCATION

Shanghai, China

PLATFORM

Onsite

SERVICES

Globibo provided Remote and AI Simultaneous Interpretation and the Event.Solution Platform to an Insurance company in Shanghai for 320 participants. Five languages were supported (English to Bahasa Indonesian, Bahasa Melayu, Vietnamese, Thai, and Cantonese) to facilitate the leadership training event. Globibo provided a remote simultaneous interpretation broadcast kit per language pair, two laptops for video/audio streaming, audio interfaces, infrared transmitters and radiators, Events.Studio app access and 320 wireless Interpretation receivers.

SETUP

- 2 Remote Interpreters + 3 AI generated languages
- Audio & Camera system
- Upstream infrastructure
- Audio & Video Cloud Platform with China access
- Downstream Infrastructure
- 5 servers for Audio Generation
- Infrared Radiators and Transmitter with 300 receivers

EQUIPMENT & PLATFORM

- Events.Studio
- Zoom China
- Infrared Transmitters / Radiators / Receivers
- Video / Audio Capture Cards

Globibo supported an insurance event in Shanghai with AI-powered and human-led interpretation for 320 participants. Remote Cantonese interpreters ensured accuracy, while AI handled Bahasa Indonesian, Bahasa Melayu, Vietnamese, and Thai. Despite challenges like complex terminology, speech variations, and weak internet, a hybrid approach ensured smooth multilingual communication. The client valued the quality and cost-effectiveness, making AI interpretation part of their strategy.

Globibo's Language & Event Tech Solutions for an AI-driven Insurance Event in Shanghai

In Shanghai, Globibo supported an insurance company with a multilingual interpretation solution for 320 participants, and provided two remote Cantonese interpreters, ensuring accuracy and cultural nuance. Globibo also deployed AI-powered interpretation for four other languages, Bahasa Indonesian, Bahasa Melayu, Vietnamese, and Thai, delivering precise and efficient translations. The transmission to participants was handled via Infrared receivers, ensuring convenient access to the audio channels.

This blend of human expertise and AI innovation created an innovative, inclusive experience, allowing all attendees to engage effortlessly in their preferred language.

Fast & cost-efficient Language Services - to empower & engage People in Communication.

Participants

320

Day

1

Languages

5

Positive Feedback

98%





DBIBO

MANAGEMENT OF CHALLENGES

1. Handling complex Terminology

One of the biggest challenges in AI interpretation is dealing with languages with limited training data or highly industry-specific jargon. For this event, industry leaders used complex financial and legal terms, and standard AI models struggled to interpret them accurately.

- Globibo preloaded key terminology into the AI system, training it with event-specific glossaries.
- Human linguists monitored the AI output in real-time, quickly stepping in for manual corrections when necessary.
- A hybrid approach—combining AI with professional interpreters—ensured that even the most technical discussions were conveyed accurately.

2. Adapting to different Speech Styles

The event featured highly engaging motivational speakers. The standard AI models currently do not provide voices that support higher engagement models - especially not for conversational speech (disfluencies, false starts, etc).

- Globibo's team fine-tuned AI settings to detect speech tone and pacing variations, but the models will just be available for future events.

3. Dealing with Weak Internet Connectivity

Many venues suggest to organizers unrealistic high capabilities of the network. Backup network infrastructure are usually provided, but come with an extra cost.

A packed ballroom with hundreds of attendees overloaded the venue's WiFi, causing intermittent connection drops for AI-powered interpretation.

- Globibo deployed a local edge computing setup to minimize reliance on unstable internet connections.
- Team set up priority network channels (QOS) to keep interpretation services running smoothly, even when other systems slowed down.

Attendees enjoyed high-quality AI interpretation that accurately conveyed most of the event's content, ensuring smooth multilingual communication. A bonus? Remote participants could access translated content effortlessly—without extra cost. This unexpected perk turned the event into a truly global experience, making knowledge accessible to a wider audience beyond the venue.

ROLES / TEAM MEMBERS

01

Account Manager

Managed client communication, coordinated event logistics, and resolved on-site issues to keep everything running smoothly.

02

Upstream Management (Audio, Video, Upstream Server)

Handle audio and video feed, optimize server performance, and keep content flowing for both in-person and remote audience.

03

Remote Interpreter Team

Delivered real-time human language interpretation, monitor upstream and downstream data quality, as well as remote participants

04

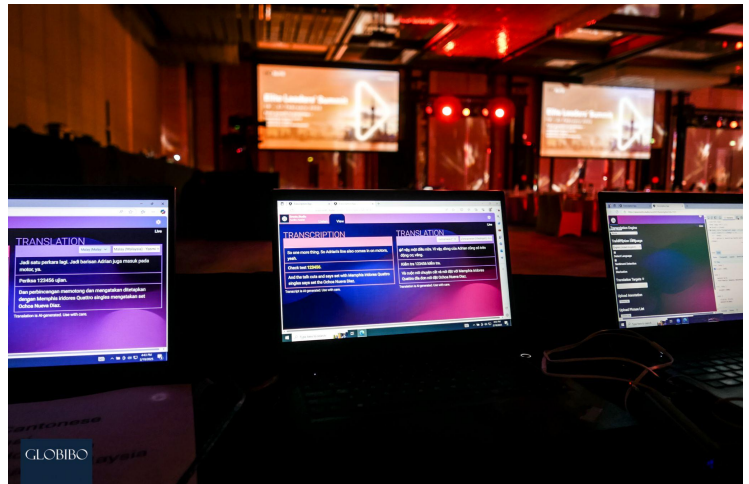
AI Engine Engineer

Adjusted AI models, fine-tuned processing, and adapted language settings based on the event's unique requirements.

05

IR System Engineers

Set up and maintained infrared systems, keeping multilingual audio clear and accessible for attendees using interpretation receivers.



GLOBIBO

The client appreciated the balance between cost and translation quality, noting that AI interpretation delivered reliable results. They found it compelling enough to integrate into their long-term strategy, making multilingual communication more accessible and sustainable.

W: www.globibo.com