

Lingsom

Digital supply chain management system
for the language service industry

lingsom.com

An ERP-system designed for the language service industry

One system to manage all your interpreting and translation orders efficiently and securely. Lingsom makes all stages of coordination easier and faster, from the creation of the order to finding vendors and final invoicing.

The intuitive user interface of our professional system makes the process more efficient and pleasant for everyone.



Order
coordination



Vendor calendar
management



Order
reporting



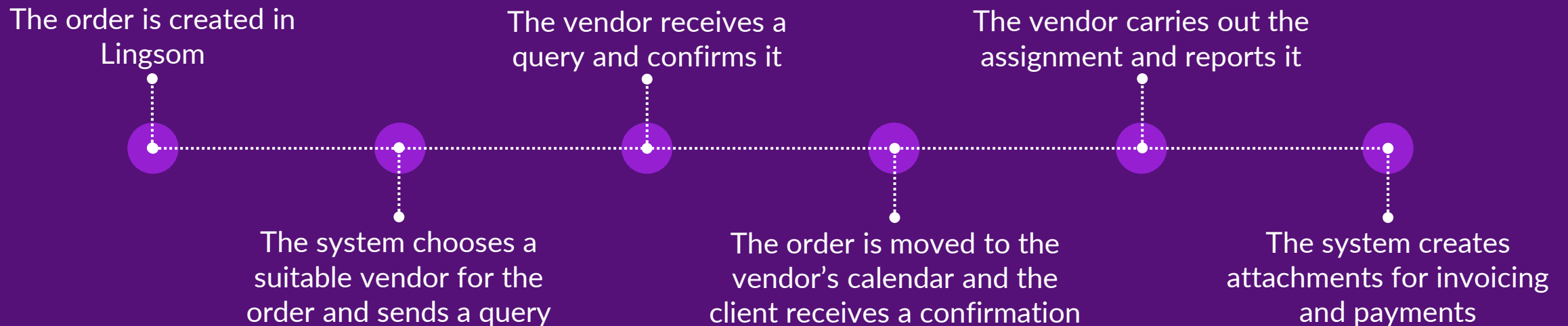
Secure
communication



Reports for
financial
administration

Easy-to-use order processing for customers, vendors, and coordinators

The order process has been designed considering the needs of all parties, even in unexpected situations. The status of orders is always clearly visible in the admin view. The system also sends automatic messages of important events to make sure nothing goes unnoticed.



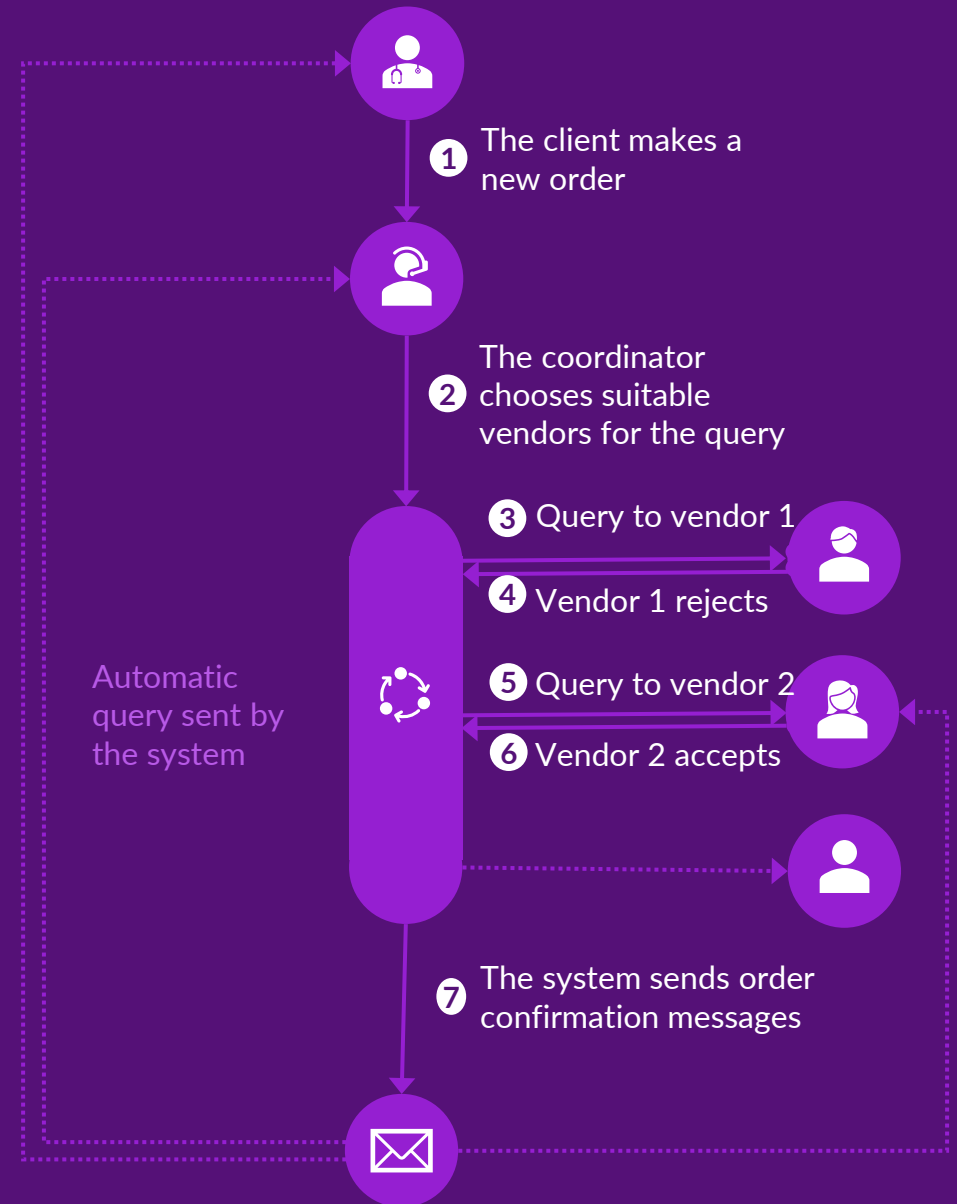
Coordination

with Lingsom, order coordination is efficient and saves you a lot of time

Lingsom based on its algorithm matches the competence of vendors with the requirements of the order in few seconds and chooses the order in which available vendors receive queries, their response time, and the number of automatic query rounds.

The queries are automatically sent to one vendor at a time, considering normal business hours.

When the assignment is accepted by suitable vendor, an automatic confirmation is sent to all parties, and the order is marked in vendor's calendar.



Reports and financial administration

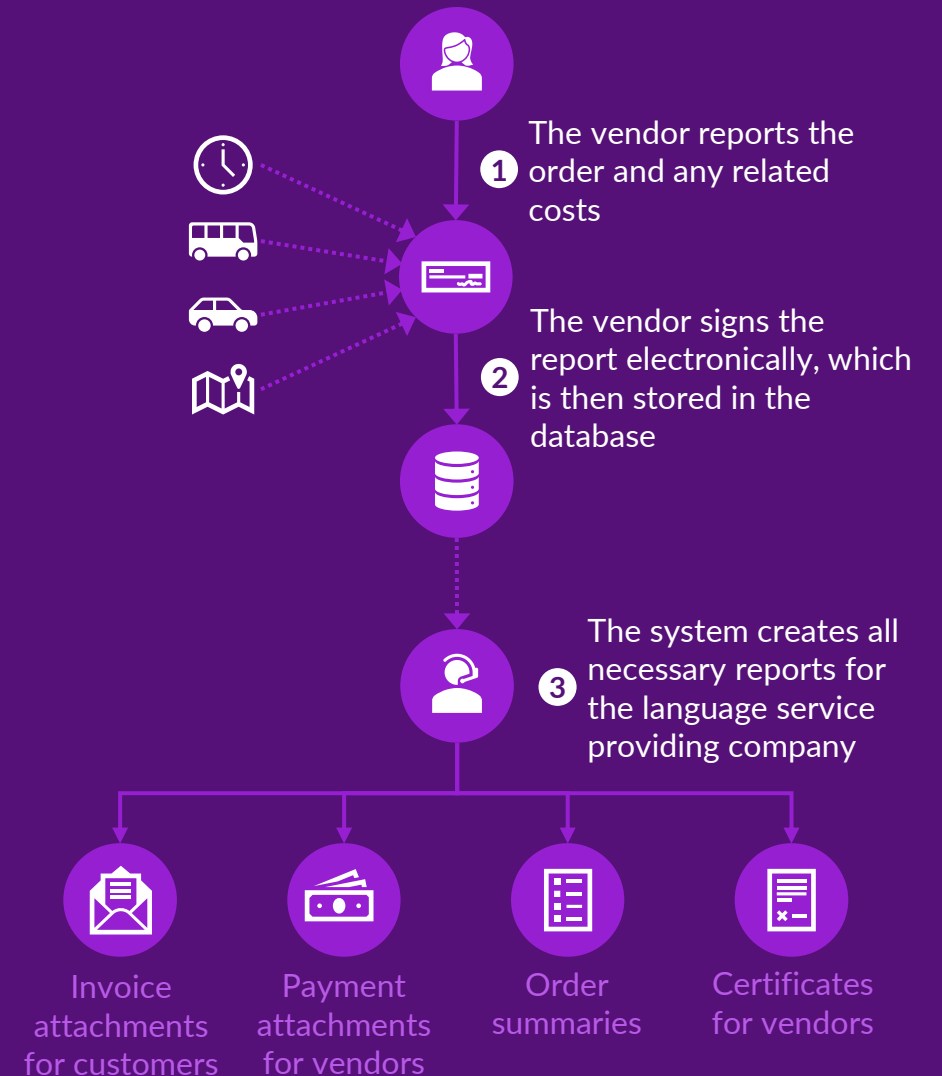
Lingsom creates all necessary reports for Language service provider's financial administration

When the assignment is carried out, vendor reports the actual time of the assignment. For on-site assignments vendor reports travel expenses using public or private transportation, if needed, attaches receipts and signs the report electronically. The language service providing company also can add expense reports in the system.

The language service providing company can create different kinds of reports from the data stored in the database with just one click.

The language service providing company can create attachments for invoicing and payments for selected time periods.

Certificates can be created for vendors for completed assignments (interpreting/translation), itemised by language and category.



For the language service providing company



Manage clients and vendors

Manage your system's users and their information. The system provides easy access to user information, such as customer information, interpreters' fees, CV information, workloads, free time in calendars, etc.



Order coordination

The system only suggests vendors that meet the requirements of the order and are available in calendars. A query message is sent to chosen vendor with a limited response time. The system ignores vendors that the client has requested not to be used.



Order management

The language service providing company can see the status of all orders and quickly find those that require action. The wide range of features also includes, options for possible cancellation fees.



Attachments for invoicing and payments

Use the report view to easily create itemised order lists for each client to create invoices. Create vendor-specific payment attachments to show expenses.



Secure communication

Lingsom provides secure communications between the language service providing company and their clients and vendors. Attachments can also be transferred securely within the system.



Surveys and notices

You can send different kinds of surveys and notices to system users. These can be sent to individual users or group of users.

For clients



Order management

A wide range of options for creating orders, easy-to-use admin views and automatic order messages make order management quick and easy.



Business user feature

Possibility to create multiple user IDs for the same company or organisation. Each order can be provided with the company's own reference number or code.



Invoicing reports

The language service providing company can create order itemisations for invoicing. The customer sees itemised order expenses with possible order-specific reference numbers.

The screenshot displays a web application interface for managing orders. The top navigation bar includes a home icon, the text 'Interpretations', 'Translations', a user profile icon labeled 'Organizer/Test', and a globe icon. Below the navigation bar are two buttons: 'Create new' and 'Interpretations calendar'. The main content area is divided into three sections: 'NEW ONES', 'IN QUERY', and 'UPCOMING ONES'. Each section contains a table of orders with columns for Time, ID, Language, Mode, Interpreter, and Order status. Each row in the tables includes an 'Edit' button.

Time	ID	Language	Mode	Interpreter	Order status	
30.12.2022 14:00-16:00	IN-20000527	Persian	📞	👤	* New	Edit
30.12.2022 09:30-10:45	IN-20000459	Finnish	📺		* New	Edit
29.12.2022 11:00-15:00	IN-20000035	Finnish	📍	👤	* New	Edit

Time	ID	Language	Mode	Interpreter	Order status	
28.12.2022 12:00-16:00	IN-19000143	English	📞	👤	🔍 In query	Edit

Time	ID	Language	Mode	Interpreter	Order status	
28.12.2022 09:00-11:00	IN-19000033	English	📞	Gebraeil Sohrab	👍 Accepted by an interpreter	Edit
26.12.2022 12:30	PKT-19000185	English	📞	Gebraeil Sohrab	👍 Accepted by an interpreter	Edit

Other Interpretations

For vendors

Personal calendar view

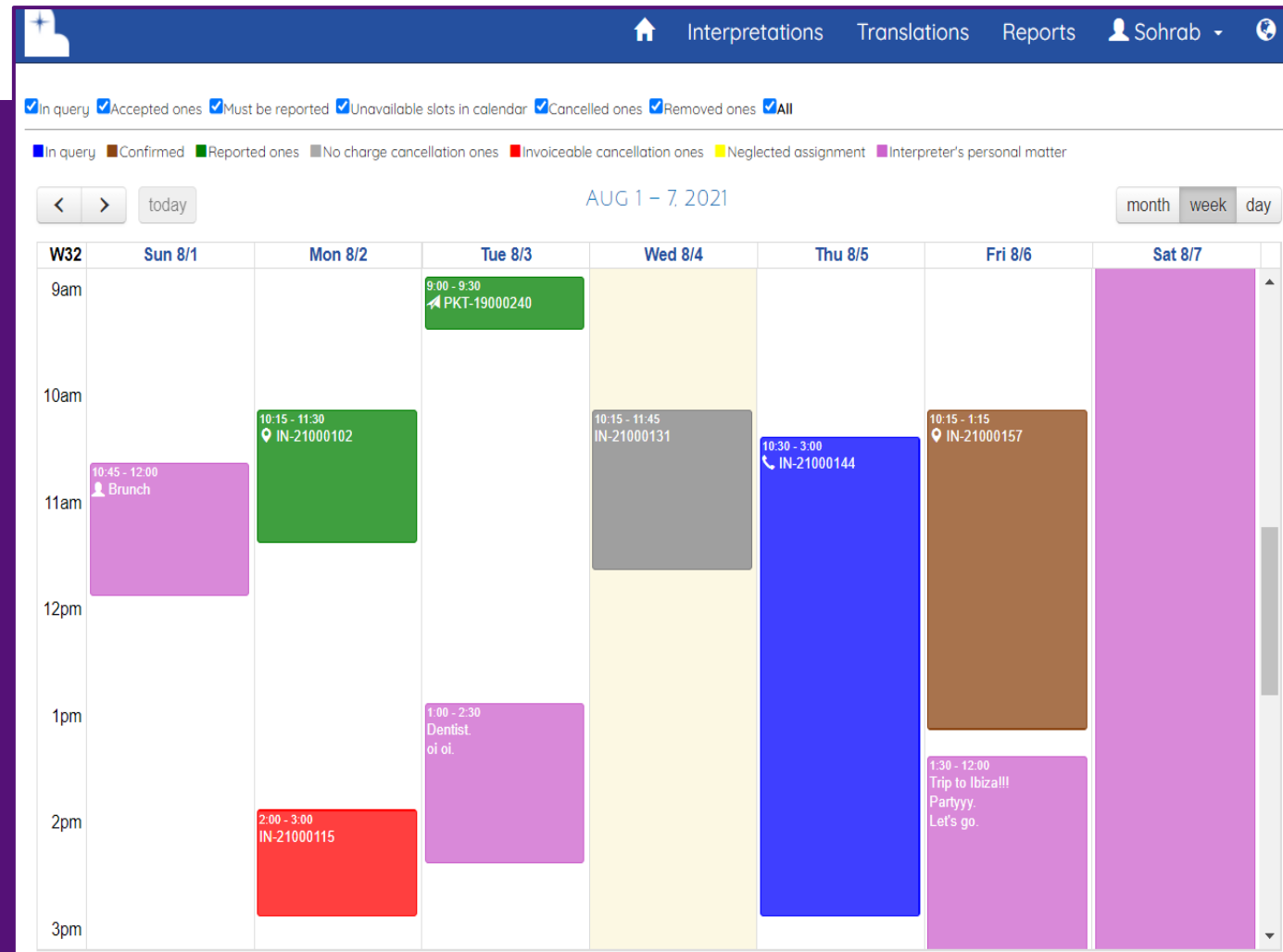
Vendors have their own calendars where they can include private schedules that are only visible to them. The system only suggests vendors that are available to accept the order in question.

Match vendors by competence

Vendors can check their user profile in the system to ensure that their competence and personal information is up-to-date and thus ensure that they are matched to the right kinds of assignments. Degree certificates can be uploaded into the system. Lingsom can create certificates for vendors based on language or categories.

Order and expense reporting

Order and expense reporting is quick and easy. Receipts are attached directly to the reports, and the system's map feature makes it easy to report travel expenses.



Contact us

We want to tell you more about Lingsom and its features. We happily organise demonstrations of the features that are suited to your company's needs.



lingsom@lingsom.com

lingsom.com

+46 70 566 66 63