

Kativik

Industry

- Government

Solution

- OpenText™ Translation and Localization Services

Results



Provided efficient turnaround
in multiple languages with precise
government vocabulary



Developed cultural understanding
with consistent team of translators



Fulfilled language needs with
improved service at lower cost



Kativik Regional Government provides life-sustaining services to isolated villages

Quebec public services organization optimizes communications through reliable, high caliber translations enabled by OpenText™ Translation and Localization Services

***“We appreciate the fact that
OpenText can work under
tight deadlines, yet provide
quality work.”***

Rhéal Séguin
Director of communications
Kativik Regional Government



GOOD WATER or NOTICE TO BOIL? Every week, residents of 14 villages across Nunavik (Inuktitut: ᐃᓄᓐᓂᐃᐅ) can check the Kativik Regional Government Facebook page to confirm their water is safe to drink. With no roads to connect their communities, the mostly Inuit villagers rely on internet and radio updates from the Kativik Regional Government (KRG) about drinking water and other vital municipal services, including airport and marine infrastructure maintenance, public safety, hunting and fishing support, childcare and more. Through translation services, the KRG ensures residents receive updates in their native languages.

In the vast Canadian Arctic, effective communication across multiple languages and immense distance is imperative to safety and quality of life. The Kativik territory covers more than 170,000 square miles in the northernmost region of Quebec, itself the largest of Canada's provinces. Close to 14,000 people live in communities along the Hudson and Ungava coasts, with travel among the villages via air and sea.

To meet the needs of its residents, the KRG—with elected members from each of the 14 communities—prepares communications in Inuktitut, French and English for several departments, including Nunavik parks, regional and local development, environmental services and more. Documents or notices are created as needed. Some communications require same-day release, others follow predictable report cycles.

Though English and French are often used in business and government relations, at least 90% of the population served by the KRG exclusively speak Inuktitut, the second-most widely spoken Aboriginal language in Canada. Inuktitut translators generally work from English texts. As such, information written in French must first be translated to English, then translated from English to Inuktitut.

Following an open tender in 2020, the KRG selected a new partner: OpenText™ Translation and Localization Services. ***“It came down to two essential points: reliability and quality,”*** said Rhéal Séguin, director of communications for the Kativik Regional Government. ***“OpenText Translation Services satisfies both needs undeniably.”***

Furthermore, migration proved seamless. ***“The transition to OpenText fit like a glove,”*** noted Séguin. ***“There were no miscommunications, miscues or delays in receiving the documents. Everything just worked perfectly.”***

The KRG relies on OpenText for both English to French and French to English translation efforts, producing material that can then be prepared by Inuktitut translators. OpenText offers efficient and seasoned experience in returning translations by established deadlines and in a manner that supports the KRG's mission to provide public services to the Inuit people of Nunavik.

Séguin pointed to a number of areas in which OpenText meets or exceeds the organization's needs for reliability and quality:

Staff continuity

OpenText strives for consistent translations, conveying information without adding extraneous material or removing essential details. When KRG requests arrive, the dedicated team of OpenText translators jump in, refining insight through daily translations.

“OpenText offers us the same translators to do the work on a regular basis, which is important to us,” Séguin stated. ***“They get a good sense of the cultural subtleties that are required in translating a text.”***

“Working with OpenText not only provides us better service, but we also get cost savings.”

Rhéal Séguin

Director of communications
Kativik Regional Government



Government experience

For vendor selection, the KRG took note of OpenText translation work for other federal and municipal entities, outfitted with the precise language and advanced language skills necessary to address policies and other official government-related issues.

Global awareness

As a translation and localization resource with more than 200 people in 20 countries, OpenText also offers understanding of wider global issues as well as specific characteristics of the Quebec Far North, its people, history and culture.

Timeliness

The KRG can contact OpenText at any time to check the status of a translation project. ***“We appreciate the fact that OpenText can work under tight deadlines, yet provide quality work,”*** Séguin said. ***“We especially like the certainty that they will deliver the translations on time.”***

Affordability


During its open tender process, the KRG found OpenText proposed higher quality translation for a better budget than its previous provider.

“OpenText met all of our needs and had the most engaging bid among the 11 contenders,” Séguin said. ***“Working with OpenText not only provides us better service, but we also get cost savings.”***

Scalability

Like other government entities, the KRG continues to expand its communication methods and requirements, increasing social media posts and delivering cross-department projects. Based on successful efforts in other areas, the organization is even expanding its partnership with OpenText to include technical writing and translation for annual reports as well as other projects involving Nunavik communities.

In total, OpenText capabilities assist the KRG as it provides life-sustaining services to remote villages. Provision of timely, top tier service with always-there reliability support a lasting partnership, according to Séguin. ***“We’re quite impressed with the efficiency of OpenText, and also with the professionalism of the work that’s being done,”*** he said. ***“It’s a good relationship and I hope it continues.”***

A photograph of a snow-covered mountain peak under a clear sky.

“We’re quite impressed with the efficiency of OpenText, and also with the professionalism of the work that’s being done.”

Rhéal Séguin

Director of communications
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A photograph of a snowy ground with some dark rocks or debris visible.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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