

# Communicating with clarity: Breaking language barriers with AI

## Implementing Azure AI translation with John Paul Construction

### The Challenge

John Paul Construction (JPC) is an industry-leading construction company based in Ireland, with a presence in several international markets. As JPC continued to expand their projects across multiple regions, they began facing significant challenges due to language barriers within their multinational teams.

These language barriers led to inefficiencies, particularly in sharing and interpreting critical information and documentation:

- ▶ **Collaboration barriers**  
Cross-border collaboration between teams and external partners had been hindered, impacting project coordination and overall productivity.
- ▶ **Operational challenges**  
The inability to quickly and accurately translate documents caused bottlenecks, leading to delays in decision-making.
- ▶ **Cultural and industrial sensitivity**  
Standard translation tools struggled to capture the cultural and industry-specific nuances in language, which made communicating difficult.
- **Resource strain**
  - ▶ Manual translation was time-consuming and diverted employees from their core responsibilities, requiring others to pick up the slack.

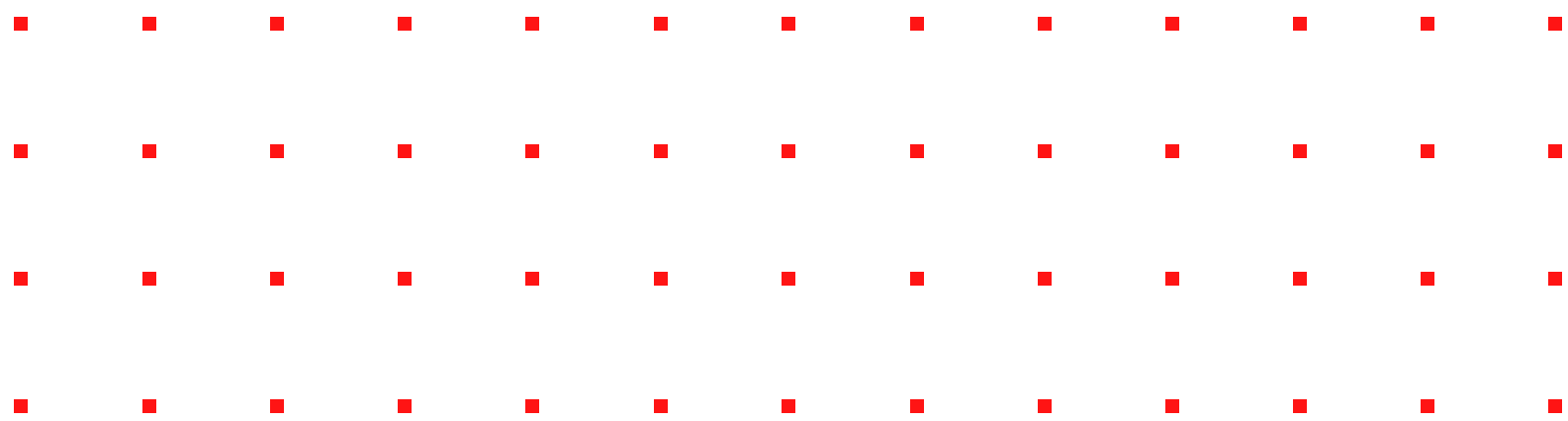
Always looking for ways to improve performance, JPC needed a solution that would remove the pressure their employees were feeling due to said language barriers and allow their internal teams to communicate seamlessly and effectively with each other.

### The Solution

To solve JPC’s challenges, Logicalis deployed Microsoft Azure AI translation services. This solution provides consistent and reliable translations while maintaining the original formatting of complex documents. Using Azure’s services allowed us to tailor models suited for JPC’s specific needs, enabling seamless integration with their existing environment and scalable performance for high-volume tasks.







Azure AI delivers robust security features, ensuring compliance with strict data protection requirements, making it the ideal choice for this project.

- ▶ **Custom WebApp development**  
We created a user-friendly WebApp that allows employees to easily upload, translate, and distribute documents. The WebApp serves as a central hub for managing and accessing translated documents, streamlining the workflow.
- ▶ **Copilot-Assisted translation and review**  
We integrated Copilot to assist users during the translation process. Copilot offers suggestions and ensures translations are contextually appropriate and culturally sensitive, reducing the risk of errors and enhancing the quality of communication.
- ▶ **Scalable and secure solution**  
The solution was designed to scale, so it can handle the increasing volume of documents as the company grows. It was also built with a range of security features to protect sensitive information during translation and document handling.

## The Result

Through the implementation of Azure AI translation services, Logicalis successfully eliminated the language barriers, enabling seamless communication and better collaboration among JPC’s international teams.



- ▶ **Improved efficiency**  
The translation of internal documents allows for clear and accurate communication between the international teams, significantly reducing the stress and frustrations caused by the language barriers.
- ▶ **Increased accuracy**  
Accurate and consistent translation of documentation minimises the risk of errors, ensuring JPC can meet compliance and regulatory requirements, while maintaining high standards of project documentation.
- ▶ **Resource optimisation**  
With translation now being automated, the teams have the time they need to focus on core projects and strategic objectives.
- ▶ **Enhanced communication**  
Seamless translation of internal documents enables clear and accurate communication across international teams.

With the language barriers broken, JPC can fully leverage the capabilities of their international teams, allowing them to continue delivering the complex construction projects for their customers the ‘John Paul Way’ they are known for.

*The Logicalis team showcased how to seamlessly introduce AI into real-world applications, transforming complex integrations into straightforward and user-friendly processes. From the start, we were impressed with our engagement with Logicalis’s approach. Their team devised a very succinct plan, executed it flawlessly, and collaborated effectively with our team throughout the journey, resulting in a fantastic product and successful implementation. We look forward to engaging on future projects, as they embody our principles of excellence, respect, and teamwork perfectly.*

**Jim McDonnell**  
It Manager  
John Paul Construction

