

Global Lingo: Designing a Practical Agentic AI

Summary

Global Lingo delivers AI-enhanced language services in over 150 languages, underpinned by strong quality and information security standards.

Despite operating in an AI-driven industry, many internal operational workflows remain manual and repetitive.

Students are challenged to design a practical, secure AI implementation plan that increases adoption of agentic AI in finance, reporting, and people operations while maintaining reliability, accountability, and ISO-aligned governance.

Industry

Technology, Language Services, AI-Enabled Professional Services, Information Security

Focus

- Operational AI Adoption
- Workflow Automation
- Governance & Information Security
- Change Management
- Internal Process Optimisation

Keywords

AI Implementation, Agentic AI, Workflow Automation, ISO 27001, ISO 9001, Operational Efficiency, Reporting Systems, Data Governance, Change Management, Professional Services Technology, Human-in-the-Loop AI

Brief

Hello, I'm Karl Eastwood from Global Lingo, and I'm excited to share our AI Consulting challenge with you.

Global Lingo provides AI-enhanced language services in over 150 languages. We combine machine learning with human experts to deliver translation, transcription, interpreting, localisation, and voice-over services for businesses around the world.

Quality and security are central to what we do. We're certified to ISO 9001 for quality management and ISO 27001 for information security. We also use tools like translation memory and our own GloZone platform to ensure consistency, speed, and cost-efficiency, all while giving clients control over how AI is used.

Now, here's our challenge.

Even though we operate in an AI-adjacent industry, AI adoption inside our own day-to-day operations is uneven. In some areas, AI is used only for light tasks, like drafting emails or basic research. Meanwhile, many repetitive operational processes are still manual.

For example:

- At month-end, finance teams export data into Excel, clean and reformat it, then upload it into Power BI for reporting.
- Data is exported from our project management system, Plunet, reworked, checked, and re-uploaded.
- Recruitment and people operations involve repetitive admin steps that require careful rule-following and verification.

These tasks are not client-facing, but they take time, attention, and consistency. When processes rely on manual rework, reporting cycles slow down, errors can creep in, and valuable staff time is lost.

So here's where you come in.

We would like you to investigate how we could responsibly introduce more "agentic AI" into internal operations. By that, we mean AI systems that can complete multi-step workflows with appropriate oversight.

But you must think about the following carefully:

- Where is human judgement genuinely required – for approvals, compliance, or exception handling?
- Where are people involved because systems are not integrated well?
- How do we maintain ISO 27001-aligned security and client trust while increasing automation?
- What cultural or confidence barriers might prevent teams from adopting AI tools?

Your goal is to design a realistic AI implementation plan. It should reduce low-value manual work, maintain reliability and accountability, respect information security standards, and be practical for a globally distributed organisation with varying levels of technology enthusiasm.

Success might be measured in time saved, reduced errors, faster reporting, better audit trails, and increased client-facing capacity – but there may be trade-offs you'll need to evaluate.

Remember – this is not about replacing people. It's about freeing people from repetitive internal work so they can focus on higher-value, client-impacting activities.

We're looking forward to seeing how you approach this responsibly and creatively. Good luck!

Check us out at: <https://www.global-lingo.com>