



GUIDE TO DIGITAL TRANSLATION SERVICES

Legal Innovation Lab Wales



LEGAL INNOVATION
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Website: [Legal Innovation Lab Wales](https://legaltech.wales)
(legaltech.wales)

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TRANSLATION SERVICES GUIDE OVERVIEW

Introduction & Aims

In a digital world, it's no surprise that we often rely on online resources to access essential information. However, when it comes to online content, it seems that language barriers still present an issue for many users. For example, if we consider that approximately 62% of all websites are available in English and compare this to the 3.8% of websites available in Turkish, it is evident that there is ample room for improvement with regards to accessibility of information.

This translates to the real world, where users of advice agencies may require important information in another language, which, due to limited resources, may not always be possible. What can be done to solve this issue? In an ideal world, it would be possible to employ human translators to translate content to ensure the consideration of language nuances, structure, and context. However, this is often unfeasible when multiple translations in several different languages are required as this would come with exponential costs.

There are, luckily, a variety of online tools that can help resolve issues with language support. These include automated translation tools which make use of AI to translate website material into a number of target languages, as well as on-demand human translation interpreting and translation services.

As part of the Tech Innovation Challenge, our team at the Legal Innovation Lab Wales (LILW) has created a guide for both advice agencies and service users which aims to provide information on available translation tools and services to ultimately improve the level of language support and access to information that can be given to clients. After all, increased language support is in the interest of not only users directly but the advice agencies wishing to provide increased accessibility to resources.

“Increased language support is in the interest of not only users directly but the advice agencies wishing to provide increased accessibility to resources”

TRANSLATION SOLUTIONS FOR ADVICE AGENCIES

Service	Supported languages	How many words?	Free version available?	Easy to use?	Type of resource
Weglot	Max of 10	2K - 1M	YES	YES	Plugin
DeepL	110	Limited depending on plan.	YES	YES	Content translator (best for files)
TranslatePress	220+	1 - unlimited sites	Demo available	YES	WordPress plugin
Translate By Humans	180+	Unlimited	NO	YES	Website
Steps	100+	On-demand human interpreting and translation	NO	YES	Website
GTranslate	104	Unlimited	YES	YES	HTML translator
Yandex Translate (business version)	90+	Unlimited	FREE TRIAL	YES	API
Polylang	90+	1 - 25 sites	YES	YES	WordPress plugin
Bablic	<i>2 - unlimited</i>	<i>50K +</i>	<i>FREE TRIAL</i>	YES	Website integration
SayHi	90	Speech to text	YES	YES	App
Microsoft Translator (Business)	100+	Unlimited	Free trial	YES	App, website

Resources for Advice Agencies

Let's take a look at each of the services to help you find the one that suits your needs. The majority of the solutions have a free trial or free version available which is a great way to test out the product before you fully commit to it.

Weglot

- The first solution worth noting is Weglot, a website translation tool that helps make website content multilingual.
- The tool is compatible with any CMS and easy to install, making it perfect for teams who want to make the information on their website more accessible but perhaps lack technical skills or developer support.
- What's more, any media files on the website are automatically identified and translated.
- Weglot have a good reputation with regards to speed, accuracy and consistency.
- Translations are easily managed from a translation management platform.
- There is a free version available, however, this is limited to 2000 words in one translated language.
- If you need more, you'll need to upgrade to one of the following 5 plans:

Starter	Business	Pro	Advanced	Enterprise
€ 99 / year	€ 190 / year	€ 490 / year	€ 1,990 / year	Starting € 4,990
10,000 words	50,000 words	200,000 words	1,000,000 words	Usage Defined number of languages and words
1 translated language	3 translated languages	5 translated languages	10 translated languages	Service Advanced features and premium support options
Free	2,000 words	1 translated language		Contact us

DeepL

- DeepL is a highly reputable translation tool used to translate text directly or files such as pdf or docx. It is regarded as one of the most accurate machine translation tools.
- There is a free version available which allows the translation of up to 5,000 characters, 3 locked documents a month and 10 glossary entries.
- There is a Windows app available as well as the website.
- Pricing plans range from £5.99 to £39.99 per user per month. All plans include unlimited translated text.
- There are of course drawbacks, including the fact that the service is available in a limited number of languages.

TranslatePress

- TranslatePress is a good solution for translating WordPress websites. It is a multilingual plugin that allows the user to translate directly from the frontend, making it accessible for those who do not have the benefit of having developer support.
- Users can be assigned the translator role, meaning they can translate content without having access to the admin area of the website.
- Translations can be done manually or through machine translation tools for a quicker approach that can then be manually corrected.
- The platform benefits from a huge number of supported languages, sitting at 220+
- The main drawback of the platform is price. There is a free demo available to show you the tool works before you purchase it, however, to use the tool you will need to subscribe to one of the following plans, starting at £79 a year.

Developer €199 per year	Business €139 per year	Personal €79 per year
Use on Unlimited Sites	Use on 3 Sites	Use on 1 Site
Advanced Translation Interface	Advanced Translation Interface	Advanced Translation Interface
Integration with Google Translate	Integration with Google Translate	Integration with Google Translate
Flexible Language Switcher	Flexible Language Switcher	Flexible Language Switcher
1 Year of Updates & Premium Support	1 Year of Updates & Premium Support	1 Year of Updates & Premium Support
SEO Pack Addon	SEO Pack Addon	SEO Pack Addon
Multiple Languages Addon	Multiple Languages Addon	Multiple Languages Addon
Translator Accounts Addon	Translator Accounts Addon	
Browse As User Role Addon	Browse As User Role Addon	
Navigation Based on Language Addon	Navigation Based on Language Addon	
DeepL Automatic Translation Addon	DeepL Automatic Translation Addon	
Automatic User Language Detection	Automatic User Language Detection	
+ All Future Pro Add-ons	+ All Future Pro Add-ons	

Translate By Humans

- Translate By Humans is different to the other services in the list, as it offers both translation and interpreting services by expert linguists.
- The services include over-the-phone interpreting, website translation, and document translation. Best of all, their translators and interpreters are trained in technical areas, meaning their services can cover specific advice for clients such as legal advice.
- However, the services are not free, although you can request a free quote prior to booking their services.

Stepes

- Stepes, similarly to Translate By Humans, is another option which offers human translation instead of machine translation.
- Their services include website & app translation, document translation, and on-demand translation over the phone or video call.

- The services are supported in 100 languages.
- The service works in a similar fashion to Uber, as you are connected with a translator quickly, depending on the service required.
- The service is not free; however, it provides a great alternative for those requiring services quickly.

GTranslate

- GTranslate is a plugin that can translate any HTML website and make it multilingual.
- However, there will be a separate URL for each language. Search engine indexing means that people will be able to find your website when searching in their native language.
- The website is translated instantly, and it can then be edited as necessary.
- There is a free trial lasting 15 days. There is a free version that can be used; however, this is relatively restricted. Paid plans start from \$9.99 per month.

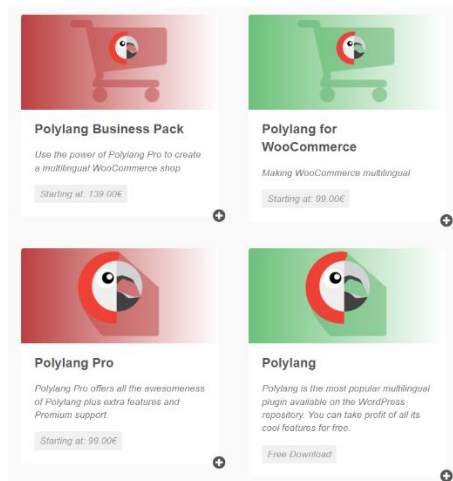
FREE	CUSTOM	STARTUP	BUSINESS	ENTERPRISE
\$0	\$9.99 /MONTH	\$19.99 /MONTH	\$29.99 /MONTH	\$39.99 /MONTH
Language selector widget	Translation Delivery Network	Translation Delivery Network	Translation Delivery Network	Translation Delivery Network
DOWNLOAD	SUBSCRIBE	SUBSCRIBE	SUBSCRIBE	SUBSCRIBE
<ul style="list-style-type: none"> ✓ All languages ✓ Machine translation ✓ Unlimited words and pageviews ✗ Search engine indexing ✗ Edit translations ✗ URL translation ✗ Language hosting 	<ul style="list-style-type: none"> ✓ Bilingual ⇄ ✓ Neural translation ✓ Unlimited words and pageviews ✓ Search engine indexing ✓ Edit translations ✗ URL translation ⇄ ✗ Language hosting ⇄ 	<ul style="list-style-type: none"> ✓ All languages ✓ Neural translation ✓ Unlimited words and pageviews ✓ Search engine indexing ✓ Edit translations ✗ URL translation ✗ Language hosting 	<ul style="list-style-type: none"> ✓ All languages ✓ Neural translation ✓ Unlimited words and pageviews ✓ Search engine indexing ✓ Edit translations ✓ URL translation ✗ Language hosting 	<ul style="list-style-type: none"> ✓ All languages ✓ Neural translation ✓ Unlimited words and pageviews ✓ Search engine indexing ✓ Edit translations ✓ URL translation ✓ Language hosting

Yandex

- Yandex is one of Europe's leading tech companies, offering a multilingual tool to translate websites, text, documents, and images.
- The mobile version and app helps to improve the accessibility of the tool. The tool supports over 90 languages and provides support for unlimited files and word count.
- It is available as a free service, as well as Yandex cloud account for businesses.
- As a largely free service, caution should be taken when it comes to accuracy.

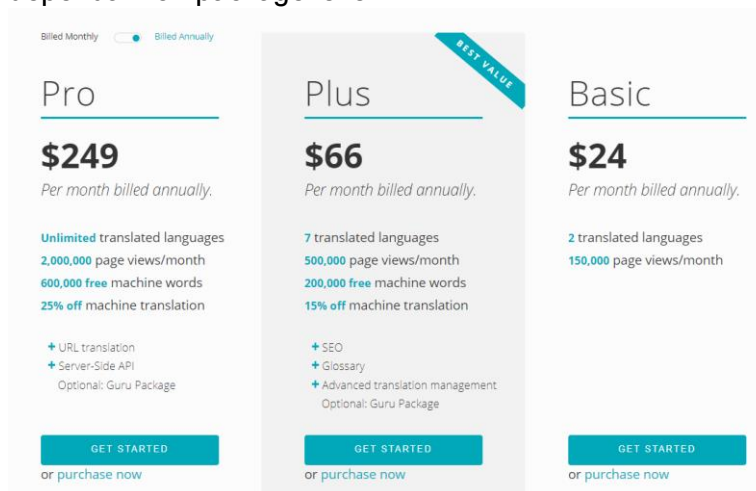
Polylang

- A customizable language switcher is provided as a widget or in the nav menu.
- You can use as many languages as you want. RTL scripts are supported. WordPress languages packs are automatically downloaded and updated.
- Polylang offers 4 packages including a free to use version.



Bablic

- Offers automatic language detection
- Unlimited languages
- URL customisation and region-specific URL translation
- Up to 25% discount on machine translated words over the package limit. Discount percentage dependant on package level



SayHi

- Amazon company. Backed up by Siri speech recognition technology.
- Offers a male and female voice option with variable speed settings.
- 101 languages translated.
- Speech to text & text to speech

Microsoft Translator

- Business account which can be tried out for free.
- The included translation services are extensive, including for customer support purposes, web localization, live and remote communication.

- It can be used to translate documents, websites, as well as perform a number of other functions.

TRANSLATION SOLUTIONS FOR USERS

In this section, we will present potential solutions for users of advice agencies which provide support for a number of issues, such as apps that provide instant translation of documents, as well as browser extensions to translate agency websites. Of course, there are a plethora of existing solutions that are not listed below; however, it is hoped that the list will be of some guidance as to potential language support solutions.

Service	Supported languages	Translation service available	Free version available?	Easy to use?	Type of resource
Microsoft Translator	100+	Text translation or speech to text	FREE TRIAL	YES	Website, app and available on 6 types of devices
DeepL	110	Translation of files, quick translate & saved translations	YES	YES	Website and app available
Stepes	100+	On-demand human interpreting and translation	NO	YES	Website
Remembermy	100+	Webpage translation, saved translations, & runs offline	YES	YES	Chrome extension
Reverso	15	Instant document translation, review & editing tools	YES	YES	Website, available on mobile devices
iTranslate	100+	Camera translation, website translation, offline mode	YES	YES	App, safari extension
IPVOID	100+	Website translation tool	YES	YES	Website
Speak & Translate	117	Speech to text translations	FREE TRIAL	YES	App

TextGrabber	60+	Translate text on camera screen. Can be used offline.	FREE TRIAL	YES	App
Yandex	100+	Translates text, websites, documents, and images	YES	YES	Website, app available

Resources for Users

Let's take a look at each of the services to help users find the one that suits your needs. The majority of the solutions have a free trial or free version available which is a great way to test out the product before you fully commit to it.

Microsoft Translator

- Microsoft Translator can be used to translate real-time conversations, websites, and documents via the translator app.
- This tool is useful for those seeking a multitude of features within a free service.
- Language packs can be downloaded for use in offline translations.
- The app is easy to use and a paid version is required after the free trial has expired.
- Being a wide-reaching Microsoft product, it supports over 100 languages.

DeepL

- DeepL is a highly reputable translation tool used to translate text directly or files such as pdf of docx.
- There is a free version available which allows the translation of up to 5,000 characters, 3 locked documents a month and 10 glossary entries.
- There is a Windows app available as well as the website.
- Pricing plans range from £5.99 to £39.99 per user per month. All plans include unlimited translated text.
- There are of course drawbacks, including the fact that the service is available in a limited number of languages.

Steps

- Steps, similarly to Translate By Humans, is another option which offers human translation instead of machine translation.

- Their services include website & app translation, document translation, and on-demand translation over the phone or video call.
- The services are supported in 100 languages.
- The service works in a similar fashion to Uber, as you are connected with a translator quickly, depending on the service required.
- The service is not free; however, it provides a great alternative for those requiring services quickly.

Remembery

- Remembery is a Google Chrome browser extension that can be used to translate text while browsing the web.
- It offers an interesting feature which allows the user to save text to flashcards if you wish to remember it.
- It also offers features such as word pronunciation and offline language support which is available in over 100 languages.
- Remembery is free and can also now be used as an Edge extension, making it more accessible.

Reverso

- Reverso allows the translation of instant text, as well as documents such as pdfs, Word documents, and PowerPoints.
- This is a useful tool for those who may be provided with email attachments with general advice on the service in English.
- The service is free to use, but a premium subscription is available to purchase for £4.99 annually.

iTranslate

- iTranslate offers a variety of useful features, including text, voice, camera, keyboard, and offline translation services.
- Text translation services are available in over 100 supported languages.
- Translations are saved so the user can access previously translated materials.
- iTranslate pro is available with a 7-day free trial, after which it costs £4.99 per month.

IPVOID

- IPVOID is a free online tool which is easy to use when seeking to translate websites, webpages and URLs using Google Translate.
- Simply select the source and target language and enter the desired webpage.
- This is a free tool, so may at points be less accurate than some tools listed above.

Speak & Translate

- This translation tool is available on the App Store and supports over 100 languages.
- The tool includes instant voice and text translation, among other useful features.
- Cloud integration is used to save translations for the user.
- A premium account is available which includes features such as offline mode and unlimited translations.

TextGrabber

- TextGrabber is an app that allows the user to scan and translate text from an image.
- It recognizes text in over 60 languages in real-time.
- All results are saved so the user can revisit previous translations.
- The service has won a number of awards for its features.
- The app is free although in-app purchases may be required.

Yandex

- Yandex is one of Europe's leading tech companies, offering a multilingual tool to translate websites, text, documents, and images.
- The mobile version and app help to improve the accessibility of the tool. The tool supports over 90 languages and provides support for unlimited files and word count.
- It is available as a free service, as well as Yandex cloud account for businesses.
- As a largely free service, caution should be taken when it comes to accuracy.

OUR RECOMMENDATIONS

For Advice Agencies:

- Our recommendations of the above services vary depending on the needs of the organization or user.
- For simple website translation, we would recommend Weglot. This service is easy to use with a number of free versions available, therefore fitting with even the smallest budget. The service is already trusted by over 50,000 companies.
- For other types of translations, or to cross-check existing translations, we would recommend DeepL, which is another machine translation tool. This tool offers free versions and supports multiple languages. Although it is not currently available as a website plugin, DeepL has been hailed for its reliability and accuracy, more so than other existing tools in the space.
- Where more technical or complex translation is required, services such as Translate by Humans and Steps are the preferred options, as human translators are less likely to make errors and can better understand nuances and context. This is particularly useful in the advice sector where it is essential that users are provided with clear information to navigate their issue as easily as possible.

For Service Users:

- As mentioned above, our recommendations depend on the immediate need of the user.
- For easy of use, a tool such as Remembermy is recommended as it is a chrome extension which makes translation immediately available for a number of online resources. It also runs offline and supports over 100 languages as well as a free version.
- For the immediate translation of files, we recommend DeepL, again as it is renowned for its high accuracy and is therefore perhaps more likely to support user needs than other machine translation tools.
- Where the translation of technical information or interpreting services are required, we recommend Steps which employs human translators and interpreters to provide quick service. Although this is not a free service, it is a good option for those who require professional assistance where machine translation does not suffice.

LOOKING AHEAD

Overall, it can be noted that there are a variety of translation tools which seek to provide support to both advice agencies themselves, as well as the users of such services.

A number of the listed tools are free of charge depending on the level of service and number of features required by the user. In this guide, we have prioritized those solutions which offer some sort of free service to ensure they are as widely accessible as possible to the average user.

As mentioned in the overview, it should of course be noted that machine translation services should be used with caution, as it may be the case that the tool cannot reflect linguistic nuances with a high degree of accuracy. The solutions listed above could therefore be used to translate existing advice agency websites but may not be used as a direct replacement for human translator when it comes to presenting highly technical information.

Given the limited scope of the Innovation Challenge, it was not possible to include all human translation services which may be available for use. However, it would be interesting to adapt this guide in future to include this information and thus provide a more comprehensive guide of the translation services available to users and advice agencies.