

# Case Study

## How AFIIA Scaled Multilingual Inclusion Across Africa's Internal Audit Community



## Case Study

### Organization Snapshot: African Federation of Institutes of Internal Auditors (AFIIA)

Founded in 2009, AFIIA unites IIA member institutes across Africa to strengthen the internal audit profession through collaboration, professional development, and knowledge exchange.

**Industry:** Professional Association / Non-Profit

**Event Types:** Conferences, webinars, and member communications

**Primary Languages:** English, French, Portuguese

**Scale:** 1,200+ professionals at flagship conferences

### Challenge: Turning Linguistic Diversity into Participation, Engagement, and Growth

Africa's professional communities span dozens of countries and languages, yet most conferences still default to one or two dominant languages. For AFIIA, representing Anglophone, Francophone, and Lusophone members, this created a growing risk of unequal access to knowledge and reduced engagement as the organization expanded.

At its premier AFIIA Conference, reliance on in-person interpreters added cost and complexity while limiting scalability across multi-day, multi-track programming.

*“Bringing together professionals from Anglophone, Francophone, and Lusophone countries at a single conference is powerful, but without the right translation approach, not everyone was able to fully engage,”* said Kafaso Millinga, AFIIA Head of Secretariat.



## Solution: Addressing Cost, Quality, and Accessibility Challenges with Wordly

AFIIA adopted Wordly in May 2021 at its annual conference in Arusha, Tanzania to support real-time, multilingual participation without interpreter booths, headsets, or changes to event flow.

### How AFIIA Uses Wordly

- Bi-monthly webinars (~200 participants per session)
- Annual conferences serving hundreds of multilingual attendees
- Real-time AI translation across English, French, and Portuguese

### What Wordly Enables

- Equal participation across languages
- Scalable access for virtual and in-person events
- Simple setup with no specialized equipment

*“Wordly allows all members to follow live sessions in their preferred language instantly,”* continued Millinga.

## Results: Inclusion Delivered and Engagement Strengthened

Wordly enables AFIIA to scale multilingual access across high-attendance, high-stakes events to support growth without added operational burden. The AI translation platform helped AFIIA turn linguistic diversity into a strategic advantage:

- **Inclusivity delivered:** Language-related complaints eliminated
- **Stronger engagement:** Increased meeting frequency and member communication
- **Positive feedback:** Attendees consistently praise ease of multilingual access
- **Greater efficiency:** Reduced reliance on interpreter scheduling

*“Since using Wordly, participation has improved and feedback from members has been overwhelmingly positive,”* continued Millinga. *“The platform allows us to support multilingual participation at scale, without changing how we run our events.”*

## Looking Ahead: Ongoing Innovation and Insights with Wordly

Wordly is central to AFIIA's event and communications strategy, providing multilingual access across both virtual and in-person programs. AFIIA continues to rely on Wordly for conferences and webinars and values ongoing platform enhancements, including expanded activity and usage reporting by event, monthly, quarterly, and annually.

*"The upgraded reporting supports AFIIA's internal planning, new initiatives, and license renewal decisions as we continue to grow,"* concluded Millinga.

## About African Federation of Institutes of Internal Auditors (AFIIA)



**AFIIA is the federation of institutes of internal auditors in Africa** that was formed for the purpose of promoting internal audit profession and representing interests of its members in global fora.

AFIIA was founded in 2009 by leaders of 11 recognized African IIA Institutes in Johannesburg, SA, and witnessed by representatives from The IIA Global, IFACI, the World Bank, ECIIA, and AFROSAI. During the founding meeting, AFIIA's Constitution and Logo were adopted, and the first GC was elected. AFIIAs' founding institutes were IIA South Africa, IIA Botswana, IIA Democratic Republic of Congo, IIA Mauritius, IIA Ethiopia, IIA Ghana, IIA Kenya, IIA Malawi, IIA Tanzania, IIA Tunisia, and IIA Uganda.

Wordly offers multiple ways to access translation in dozens of languages – on a phone, tablet, or computer. Read transcripts or listen to audio in your preferred language in real-time.



## Live Translation + Limitless Integrations

Wordly generates live, translated text and audio for events, webinars, or broadcasts, empowering attendees to engage seamlessly. Integrates with all major meeting platforms. RTMP, iFrame, and APIs available for custom setups.

## Multilingual Subtitles

Wordly is known for its best-in-class accuracy and translates English, Spanish, French, Portuguese, Japanese, and dozens of other languages to expand accessibility across diverse audiences. Export subtitles, captions, transcripts, and summaries in all relevant formats.

## Customizable Display Options

Admins can control font size, text color, and background color for in-room displays, monitors, and third-party caption overlays. Users can control text and background color on their phone, tablet, or computer.

## Post-Meeting Support

In addition to real-time features, Wordly helps teams stay compliant with asynchronous support. We offer post-event transcripts, subtitles / caption\* files, and summaries – all can be translated and mass exported in seconds.

Wordly's unified solution makes every touchpoint more accessible, engaging, and inclusive across every major language and meeting format. Listen to translated audio; read translated subtitles; read same language captions; access text transcripts and summaries. Wordly does it all for one affordable price.

Whether you're streaming a city council meeting, supporting school events, or having 1-1 customer discussions, Wordly ensures your is accessible to everyone.

In addition to powerful features, high scalability, and ease of use, Wordly has built strong security and privacy protection into our products and processes - including SOC 2 Type II and ISO 27001 compliance - and continuously test and optimize our infrastructure.

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# Wordly launched in 2019 and is the most trusted **AI translation** and **captioning** tool on the planet

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