

LanguageLine Solutions



Setting the Standards for Information and Referral Services

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LanguageLine Solutions



Meeting Agenda

- Purpose of the Meeting
- Language and Culture in the United States
- LanguageLine Solutions Capabilities
- Why Choose LanguageLine



Imagine...

Imagine a world in which language and cultural barriers are no longer an issue. Where being understood is universal and empowering.

This is what we offer. We are LanguageLine.
We are proud to serve.



Language Barriers Create Organizational Pressure

Diverse and Growing Linguistic Landscape

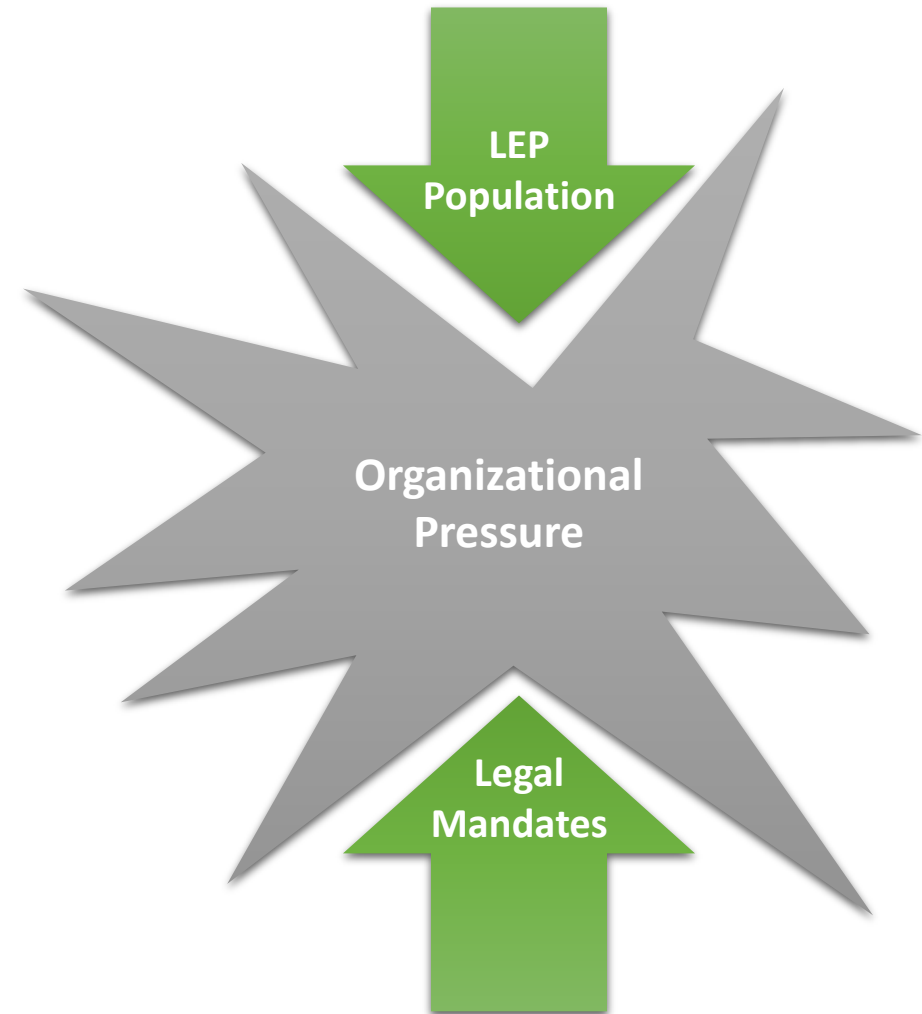
- 64 million speak a language other than English at home
- 25 million are limited English proficient
- 10 million more are deaf and/or hard of hearing
- 350 languages are spoken in the United States
- 15 languages spoken in each major metro area
- By 2045 the minority will be the majority

Organizational Pressure

- Organizational objectives
- Compliance with laws and regulations given a complex language mix
- Staff job satisfaction

Pressure Relief Improves Revenue and Expense

- Avoid costly misunderstandings
- Maintain compliance across all languages
- Improve staff productivity and satisfaction
- Transform the customer experience
- Strengthen community involvement



Being Understood is Empowering

Language Access at All Touch Points

WRITTEN

Translation and Localization

LanguageLine® TranslationSM

- 240+ languages available
- LanguageLine® ClaritySM improves translation efficiency, accuracy and meaning
- Ideal for documents and marketing materials

LanguageLine® LocalizationSM

- 240+ languages available
- Ideal for adapting digital and multi media content to target markets

TESTING AND TRAINING

LanguageLine® TestingSM

- Test English and target language fluency
- Ideal for staff and recruits

LanguageLine® TrainingSM

- Develop staff interpreter skills
- Ideal for in-house interpreters



SPOKEN AND SIGNED

On-Demand Solutions

LanguageLine InSight Video Interpreting®

- Live video and audio interpreters
- One touch access via LanguageLine interpreting app
- 41 video languages including American Sign Language
- 240+ audio only languages
- Available for smartphones, tablets, PCs and MACs
- Ideal when facial expressions and visual cues enhance understanding

LanguageLine® PhoneSM Interpreting

- Live audio interpreters in 240+ languages
- Available from any phone 24/7
- Custom call routing and Direct ResponseSM available
- Ideal anchor for on demand interpreting programs

Scheduled Solution

LanguageLine® OnSiteSM Interpreting

- Live interpreters at your location, by appointment
- 100+ languages including American Sign Language
- Ideal for complex, critical, sensitive situations

Bridge Language and Cultural Barriers

Improve Productivity, Organizational Image, Customer Experience

Maximize Revenue, Decrease Expense

The Industry's Most Dependable Provider

THE PREMIER PARTNER

Professional and Qualified Linguists

- Must meet LanguageLine's demanding standards
- Ongoing training and support
- Quality assurance and monitoring
- Average annual investment in our linguists exceeds many of our competitors annual earnings



Safety and Security of Information and Systems

- Complete hundreds of security and business continuity client audits annually in Finance, Insurance, Healthcare, Utilities, Government sectors
- True global comprehensive Insurance and Liability Policy
- PCI and GDPR compliant and ISO certified



Technological Innovation

- Pioneering cloud-based, multi-modal platform
- Faster, clearer, secure connections to interpreters
- Industry leader in solutions for client satisfaction



Financial Stability

- 3rd largest language services provider in the world*
- Sustained growth with annual revenue increases



* 2019 Common Sense Advisory

THE TRUSTED PARTNER

Experienced



Clients



Client Retention



THE PROVEN PARTNER

19 of the 20
Best Hospitals



Nearly 90% of the 5-Star
Medicare Contracts



8 out of the top 10
Commercial Banks



1000s of
Government Agencies



Proudly serving **72%** of Fortune 100 companies

Comprehensive Client Services

Optimizing your language access solution drives efficient and easy access to interpreters to ensure customer satisfaction.

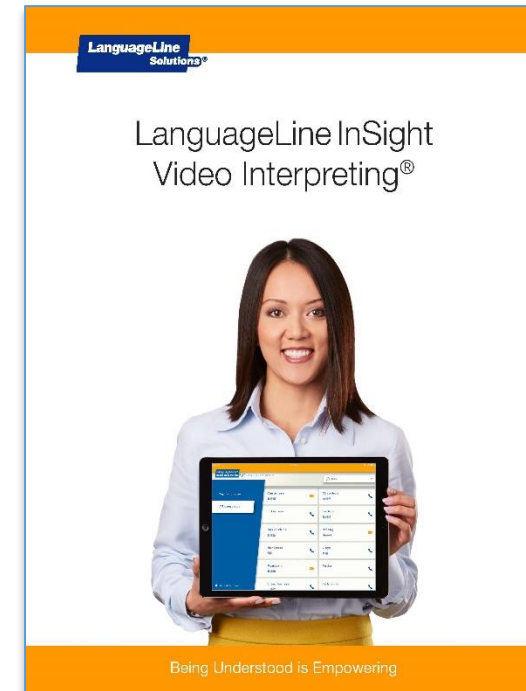
- Implementation and Training Assistance
- Complimentary Materials
 - Badges/Quick Reference Guides
 - Language ID Guide
 - Interpretation Services Available signage
- Optimization Hardware and Equipment
- Reporting and Analysis Resources
 - MyLanguageLine.com
 - e-Bills, scheduled reports and more
- Compliance Support
 - Attestations of interpreter quality
 - Implementation Team analysis
- Customer Care
 - Call or Live Chat
 - Online Voice of the Customer
- Account Executive Partnership



LanguageLine InSight Video Interpreting®

Enhance trust and satisfaction with the benefit of visual cues.

- Provides on demand, secure access to video interpreters
 - 41 top languages including ASL, covers 98% of demand
 - Additional 240+ audio-only languages
- Cost effective alternative to onsite interpreting, when appropriate
 - Ideal when visual cues enhance understanding
- Superior, easy-to-use, secure technology
 - Available for iPad/iPhone, Android, Mac/PC
 - Each call has full end-to-end encryption ensuring privacy
 - High-quality video to comply with laws and regulations
 - Location-based security control
 - 24/7 Tech Support



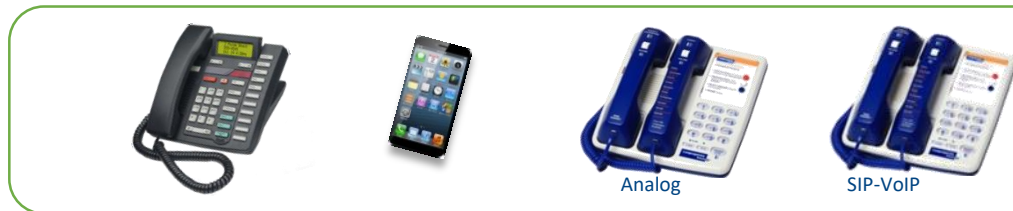
[Video Available](#)



LanguageLine® PhoneSM Interpreting

Phone Interpreting provides on-demand, cost effective, easy access to interpreters for outstanding customer care and business growth.

- Connect in seconds to tested, trained, professional interpreters, 24/7/365 in over 240 languages
- Custom call routing and reporting
- Use any phone or the LanguageLine 1Solution dual handset phone



- Also access interpreters using:
 - Direct ResponseSM
 - Handle in bound calls with an interpreter already on the line

An advertisement for LanguageLine Over-the-Phone Interpreting. It features a smiling woman with dark hair wearing a headset. The text reads: 'LanguageLine Solutions', 'LanguageLine Over-the-Phone Interpreting', 'Bridge language and cultural barriers', and 'Being Understood is Empowering'.

[Video Available](#)

LanguageLine® OnsiteSM Interpreting

Onsite interpreters facilitate, dependable and compliant, face-to-face communication in complex, critical and sensitive situations.

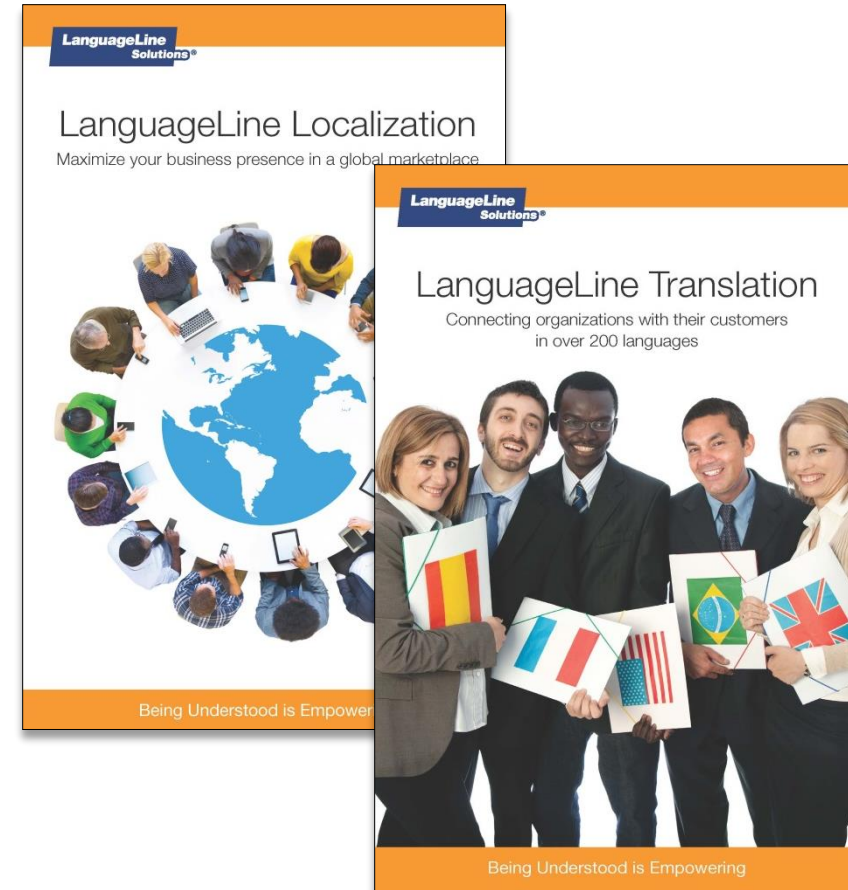
- Customized onsite solutions available across the U.S.
- Available in American Sign Language and 100+ spoken languages
- Unprecedented interpreter excellence and quality assurance
- 98.4% assignment fill rate
- Easy and secure web-based scheduling and reporting system



LanguageLine® Translation and LocalizationSM

Translating content for multilingual and global audiences improves outreach, increases revenue and enhances communication.

- Easily handle any type of content or any size project
 - **Document translation** (print and digital)
 - **Localization** (websites / software / apps)
 - **Multi-media** (audio / video / Flash engineering)
 - **eLearning** (online apps / simulations / ILT)
- Innovative solutions
 - **LingoNET** (web-based TMS)
 - **Smartling** (web localization)
 - **Author-it** (single-source content management)
- Insourcing business model
- Only the best linguists
- Unmatched operating metrics
- LanguageLine® ClaritySM



LanguageLine® Testing and TrainingSM

Ensure quality, maximize revenue, minimize risk and increase efficiency by testing and training bilingual and interpreter staff and candidates for hire.

TESTING

Language Proficiency Test

- Live or online (eLPT) delivery
- Online test integrates with existing HR platforms
 - Audio and video option available
- LanguageLine examiners rate each test to ensure quality of the results
- Externally validated by a psychometrician

Certificate of proficiency level provided

Interpreter Skills Test

- Live or online (eIST) delivery
- Rated by intensively trained senior interpreter
- Externally validated by a psychometrician

Certificate of competency provided

TRAINING

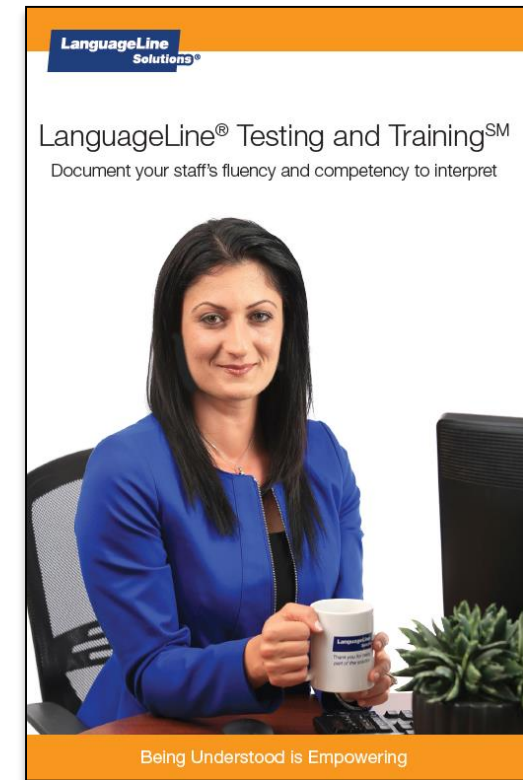
Fundamentals of Interpreting

- Interpreter roles and protocols, Code of Ethics, attentive listening, dual tasking, memory development, note-taking

Advanced Medical Interpreter

- Medical interpreter roles and responsibilities, Code of Ethics, advanced medical terminology and skills, challenges of the profession, medical professions and specialties, anatomy and physiology

Certificates of completion provided



Simply the Best Interpreters in the Industry

Professional, qualified, interpreters facilitate accurate and efficient communications between you and your customers.

- Highest Standard of Excellence
 - Fully tested and vetted interpreters, ready to assist you
 - Strict and demanding hiring profile
 - Ongoing training, monitoring, and coaching
- Quality Assurance Process
 - Regular service observations
 - Voice of the Customer Program (VOC)
 - Service Observation Analysis Program
 - LanguageLine comprehensive insurance policy
- Customized Access to Interpreters



Trustworthy Risk Management Protocols And Policies

The privacy and security of your information is handled with the utmost care.

- **Safety and Security of Information**
 - Employee requirements
 - Drug and background screenings, as required
 - Strict Code of Conduct/employee compliance training
 - Clean Desk Policy
 - Secure Building Access
 - Regulated Interpreter call note taking and work environment
 - System Requirements
 - No customer call content stored on LanguageLine systems
 - Interpreter system access limited to what is needed for performance via an MPLS circuit or secure encrypted tunnel
- **Safety and Security of Systems**
 - Carrier grade, cloud based technology infrastructure
 - Redundancy within the voice and data centers
 - Geographical redundancy
 - Dispersed interpreter workforce
- **Operational Audits**
 - Consistently adhere to most stringent security and operational client audits



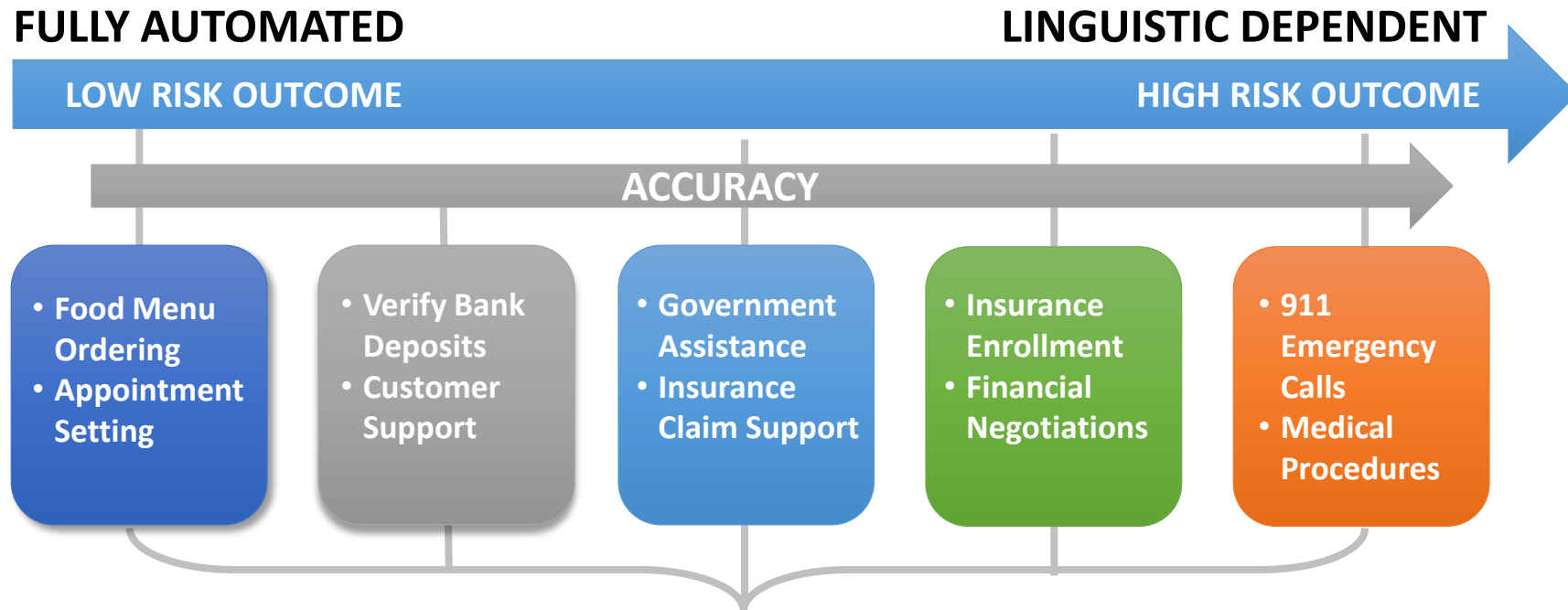
Olympus™ Technological Innovation

Olympus is our proprietary platform enabling us to build valued language solutions to meet our client's growing needs.

- Customizable solutions
 - Call routing
 - Direct connections to interpreters
 - Video interpreting features
- Enhancing the platform to meet surging demand
 - Cloud by design
 - Secure, reliable, extensible, scalable
 - Automation by design
 - Better, faster, improved user experience
- Platform provides the opportunity for innovation
 - Multi channel by design
 - Voice, video, data/text
 - Improved customer experience
 - End to end system integration



Technology Into the Future



Linguists Provide Contextual and Cultural Language Assistance



Thank you

**LanguageLine
Solutions**®

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