Tell Your Customers, "240+ Languages Spoken Here"

LanguageLine Solutions®

Turn Language Challenges Into Outstanding Customer Experiences

Tap into new markets and grow your business by building closer relationships with your customers and earning their trust. There are over 4 million residents in the UK for whom English is not their main language, and they'll be more likely to engage and purchase in their native tongue. Over 10 million are D/deaf or Hard of Hearing.

The effect on your bottom line through not engaging with this section of the population could be significant. By making sure you have the right language support at all customer touchpoints, you maximise your potential client pool, and can build lasting relationships with limited English speakers and the D/deaf and Hard of Hearing community. Language support is also a key asset in creating an inclusive environment for a diverse workforce.

LanguageLine is the world's most dependable language service provider, handling 64+ million interactions every year. We know your industry's specific terminology and can enable total understanding for your customers. We partner with organisations from multiple sectors to increase and enhance engagement. Discover how we can help your organisation solve its language access challenges and satisfy regulatory compliance requirements.
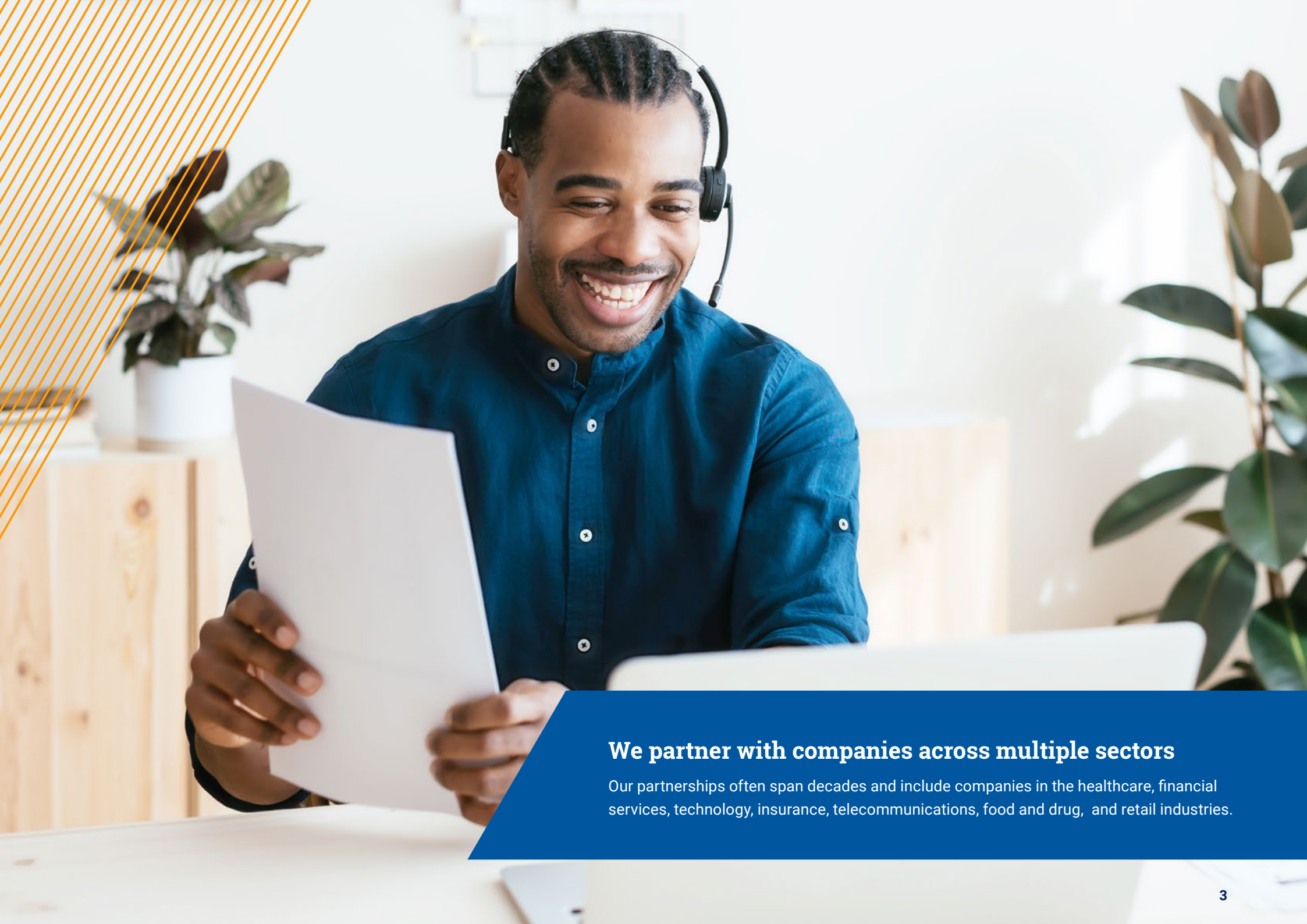
We partner with companies across multiple sectors

Our partnerships often span decades and include companies in the healthcare, financial services, technology, insurance, telecommunications, food and drug, and retail industries.

On-Demand Interpretation

Provide better service by connecting to LanguageLine® Certified℠ Interpreters

A great customer experience is the key to success in any business. When you partner with LanguageLine, you get the expertise, workforce, and advanced technology you need to overcome language barriers in seconds. You also enable mutual understanding and an opportunity to build a stronger relationship with your clients.

Plus, our flexible connectivity options, advanced data collection capabilities, and robust reporting will save you time and provide the information you need to manage your language access programmes.

Over-the-Phone (OPI) Interpreting

If a language challenge arises while opening an account, explaining payment options, or providing customer support, call LanguageLine. We'll connect you with an expert interpreter in seconds. All calls are confidential and secure. LanguageLine Phone Interpreting℠ is scalable, flexible, and can be optimised to meet your organisational and language needs.

And, if your organisation needs language assistance frequently, you can save time with a custom CRM platform integration. Your call centre agents can connect to LanguageLine interpreters with fewer steps, eliminating the need for user codes and outbound dialing.

Custom Inbound Solutions

Serve your inbound callers in the language they prefer with LanguageLine® DirectResponse℠. It's the easy way to improve engagement and customer service by letting callers enjoy an in-language experience from start to finish.

With DirectResponse, callers can select their preferred language and are greeted by an interpreter who then connects to your staff, ready to interpret for them.

Integrated into your IVR, it's an ideal solution to boost engagement, reduce hangups, and increase productivity.

Video Interpreting

Get the benefit of visual cues and facial expressions to build trust, reduce misunderstandings, and improve customer or patient experience. Connect your team to our professionals to ensure accurate, meaning-for-meaning interpreting in more than 40 top languages, including British Sign Language.

With LanguageLine® Video Interpreting℠ you can:

- Reach LanguageLine Certified Interpreters in the moment of need
- Count on crystal-clear video and audio
- Stay secure with full encryption
- Support compliance for accommodating D/deaf or Hard of Hearing customers, employees, and job applicants
- Access interpreters trained for the rigors of finance, insurance, healthcare, technology, and other industries
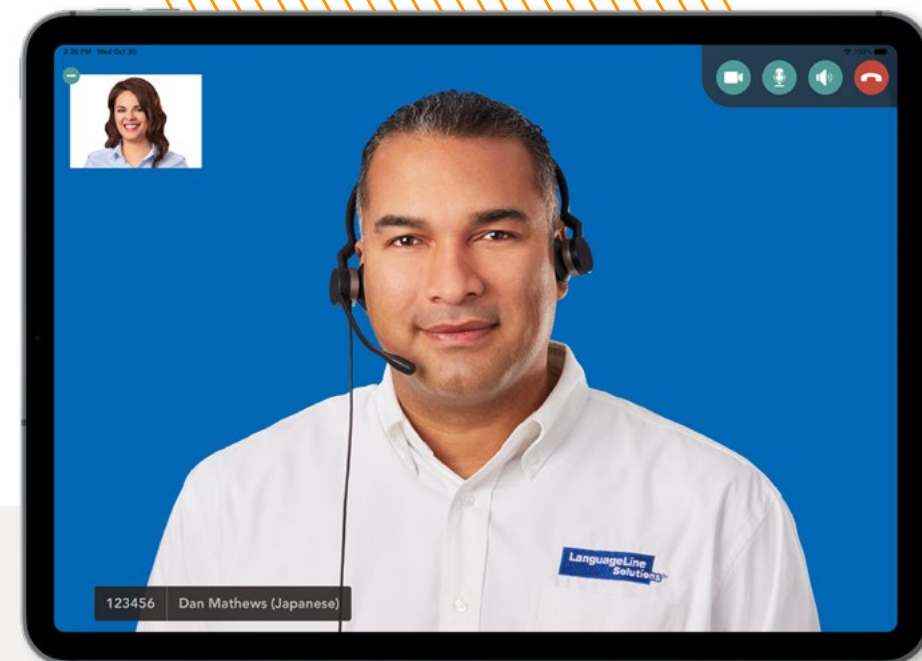
LanguageLine® App

The LanguageLine App empowers your frontline staff to bridge language barriers whenever they arise. It increases productivity, saves time, eliminates frustration, and improves customer experience. They can connect in seconds to our team of 20,000+ interpreters from most digital devices 24/7 with:

- 240+ audio languages
- 40+ video languages including British Sign Language

* Full language list available at LanguageLine.com/uk

LanguageLine® for Virtual Meetings

Access LanguageLine interpreters within your virtual meeting platform anytime during a session.

You'll enjoy the same access and availability as the LanguageLine App. Plus, we'll protect your clients' privacy with robust information security protocols.

You can easily integrate LanguageLine with any platform that's SIP-enabled. All you need is a LanguageLine authentication code and your SIP address book. Once you go live, it's easy to manage your language list to ensure that requesting an interpreter will be simple for your users.

ZOOM   Teladoc HEALTH   caregility Connecting Care Everywhere   amwell   Vidyo

Connect to on-demand British Sign Language video interpreters

In-Person Interpretation

Communicate effectively to build trust when it matters most

In-person interpretation is ideal for businesses such as financial institutions that work with customers on important decisions. Having an expert interpreter present can help you ensure you're serving the best interests of each customer and your company while remaining compliant.

With LanguageLine Face-to-Face Interpreting, your employees can pre-book an interpreter to attend a location to support them at a certain time. The service is available in over 100 languages including British Sign Language.

Consider engaging an in-person interpreter for meetings, business negotiations, complex financial transactions, and other occasions when accuracy, context, and details are critical. You can book an interpreter to attend in-person or via a video link and count on support from expert linguists with unmatched professionalism.

OnSite Interpreting

Book an appointment in advance for a LanguageLine Certified Interpreter to visit your location. You can choose the interpreter's gender and language and count on them being dressed professionally.

OnSite Virtual Interpreting

Our scheduling system enables online access 24/7 to book an interpreter for virtual meetings. Choose the interpreter and schedule your video conference time.

Consider how our expert linguists can help your business:

✔ Facilitate group meetings

✔ Conduct sensitive discussions

✔ Provide better customer care

✔ Process claims more efficiently

✔ Offer more effective legal representation

✔ Enhance employee onboarding

✔ Explain benefits to LEP employees

✔ Improve employee safety training

✔ Support an inclusive work environment

Translation
& Localisation

5 ways to connect through culturally appropriate messaging

Open new opportunities by communicating effectively with multicultural consumers in your target market—whether it's across town or across the globe.

LanguageLine helps you ensure communication and training across your global workforce are clear and concise in the languages employees understand best.

1. Translation Services

LanguageLine linguists provide high-quality translations in over 290 languages and get to the true meaning of every phrase through a human touch and the ability to relate to the reader. We readily adapt translations for any project by thoroughly considering the intended use and shelf life. We also implement different workflows depending on your needs, which can include up to three different linguists to translate, edit, and proofread your content.

Our experts translate all types of written content, including:

- Product information
- Marketing materials
- Customer communications
- Websites
- Training programmes
- Employee materials
- Loan documents, contracts, and mortgage papers
- Account statements and credit reports
- Policy information and claims forms

2. Accessibility Services

Make sure your content is available to all members of your potential audience. LanguageLIne offers accessibility services that include Braille, large print and audio/visual formats.

3. Localisation Services

Localisation can make your content more appealing, making your audience more likely to buy. As you build your business, we can localise your digital content for a locale's language and cultural sensitivities—so it's a natural experience for your target customer. We'll also devise a customised training and e-learning solution that best fits your needs to deliver higher-quality work with shorter turnaround times.

Our team of quality engineers works closely with our project management, desktop publisher, and sales teams to ensure your project runs smoothly from beginning to delivery. To ensure successful on-time delivery, we embrace comprehensive, end-to-end quality-control procedures for every project.

We're experts at localising:

- Graphics to display translated text correctly
- Content to suit regional preferences
- Local currencies and units of measurement
- Dates, addresses, and phone numbers
- Regulations and legal requirements

4. Transcription Services

We'll take the work out of transcribing audio recordings. We provide audio-to-text transcription, voiceover, and translation in more than 290 languages. Rest assured, our linguists will complete your transcription projects with the same high-quality output you can expect from all our language services.

5. LanguageLine® Clarity℠ Services

Plain Language helps readers quickly understand what they read and act upon it. It's also an ideal starting point for translations. Is your customer content easy to digest? If not, LanguageLine Clarity has two solutions to help:

- **Clarity Microsimplification:** Simplify individual documents by performing content analysis, purging unnecessary information, and harnessing the power of Plain Language for core content
- **Clarity Macrosimplification®:** Reduce the number of documents across your enterprise by eliminating redundant or useless content and reassembling it into fewer, more effective documents that are engaging and achieve significant cost savings

Get Faster Results Through Innovative Technology

LanguageLine provides solutions that make it easier for you to get expert translation and localisation services on your timeline and within your budget

LanguageLine® Website Proxy℠

Expand your global reach by localising your website or eCommerce platform. Website Proxy is the perfect solution for organisations who want a hands-off approach for managing translated versions of their English website—or need the English version and the translated versions to always be in sync.

LanguageLine® SmartMATE Machine Translation℠

Whether through Instant MT for low-liability content, or fully customised NMT Post Edit programmes, our highly experienced in-house engineering team can build the solution for you to ensure scalable, cost efficient, high quality output.

LanguageLine® Translation Portal℠

Use our secure Translation Portal to quickly submit projects from anywhere, at any time. You can also easily download your translations and access project status and reporting online.

LanguageLine® SmartMATE

Increase efficiency by integrating your content management system (CMS) with LanguageLine SmartMATE. We offer a range of connectors to the most popular and common content management systems to securely transfer files. This helps you manage and quickly publish your content once translation is complete. With LanguageLine SmartMATE, you can improve your productivity and reduce human error.

Language Proficiency Testing & Training

Ensure Your Bilingual and Interpreter Staff Are Prepared to Serve

Your bilingual staff are a valuable resource. But are their language skills up to describing the details and nuances of your products and services? If you're not sure, LanguageLine can help. Our language proficiency testing is a great way to assess language skills, support hiring decisions, and justify bilingual pay differentials.

Testing

Feel confident that your frontline bilingual staff have the language skills they need to represent your business. LanguageLine offers language testing programmes in 50+ languages—enabling you to provide a consistent, high-quality standard across languages and represent your organisation effectively.

Tests include:

- Language Proficiency Assessment
- Written Proficiency Assessment
- Bilingual Fluency Assessment

Training

Enrich the capabilities of your staff with training in more than 50 languages. After they complete our courses, they'll be qualified and skilled to converse effectively in business situations. Our Fundamentals of Interpreting is a 6-hour online training course with a 3-hour instructor-led audio session of role-playing exercises to further cultivate interpreting skills.

10 Reasons You Can Trust Us to Solve Your Biggest Language Challenges

1 **We offer 40+ years of language services expertise**

Every modern organisation needs a language access partner. We've been reducing expenses, increasing revenues, and improving reputations for clients across a range of industries for decades.

2 **You can count on 360˚ of language access coverage**

Across 64+ million interactions a year, whether on-demand by phone or video, in person, or in writing, our team of 35,000+ expert linguists proudly serve our clients.

3 **You benefit from our culture of innovation**

LanguageLine leads the global language access industry with advanced technology designed to unlock efficiencies—saving you time and money.

4 **Confidentiality and data security are integral to our business**

In 2022, LanguageLine completed 1,011 data security and operational audits satisfying clients in highly regulated fields, including healthcare, financial services, and government.

5 **We've earned the industry's highest certifications for quality**

- ISO 27001:2013, ISO 9001:2015, ISO 17100:2015, ISO 18587:2017, and ISO 27701:2019
- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation

6   **We can help you ensure regulatory compliance**

Safeguard your organisation and avoid costly errors. LanguageLine can help you to meet legislation and standards such as the Equality Duty, Accessible Information Standard and Consumer Duty, in a safe and secure manner.

7   **The LanguageLine Olympus on-demand interpreting platform exceeds 99.99% uptime**

8   **We provide complimentary implementation support**

No language access plan can succeed unless frontline staff are aware of their responsibilities and the services available to them. LanguageLine delivers the implementation support and ongoing training and support materials you need to maximise your investment, free of charge. Our dedicated implementation specialists provide onsite and remote training for over 40,000 client employees annually across 10,000 global locations.

9   **We'll keep you informed**

Easy-to-use reporting helps you understand and optimise your programme, while educational webinars and blog content grow your expertise.

10   **Our year-over-year retention rate for 30,000+ clients is 98%**

Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

0800 169 2879 / enquiries@languageline.co.uk / LanguageLine.com/uk