

LANGUAGELINE® ON-DEMAND INTERPRETATION

Turn Language Barriers Into Opportunities



Tell Your Customers, Patients, and Constituents “240+ Languages Spoken Here”

Over 4 million UK residents have a main language other than English. During every doctor's visit, council appointment, parent-teacher meeting and call to a customer service centre, these residents deserve to be understood and served.

But there is an innovative, secure, cost effective way to enable the staff in your organisation to communicate irrespective of language barriers; to serve, support and delight: **Partner with LanguageLine®**.

We're the world's most experienced and innovative language service provider. The proof is in our 30,000 client organisations and the 64 million interactions we support every year. Our on-demand interpretation services will quickly connect you to 20,000+ professionally trained audio and video interpreters, fluent in more than 240 languages, including British Sign Language.

We make it easier for you to deliver outstanding service. Plus, you can maximise employee efficiency and reduce costs. But most importantly, we help you to build trusting, long lasting relationships with the diverse communities you serve everyday.





**Reach qualified interpreters in
the moment of need and count on
crystal-clear audio and video**

On-Demand Interpretation

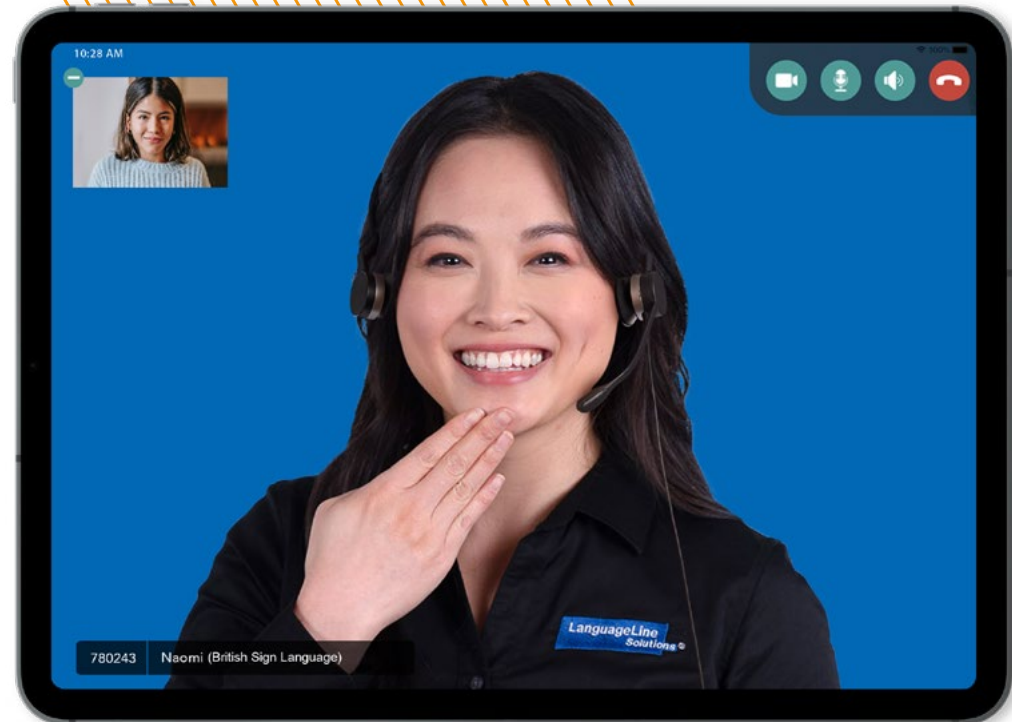
Provide better service by connecting to LanguageLine® CertifiedSM Interpreters

When you partner with LanguageLine, you get the expertise, workforce, and advanced technology you need to overcome language barriers in seconds—and deliver a better customer experience.

You also help limited English speakers and D/deaf or Hard of Hearing populations experience your full range of services and become satisfied repeat customers. For government agencies, removing language barriers helps reduce economic and social disparities. And if your business is healthcare, you produce better outcomes and help ensure health equity for everyone.

We handle more than two interactions for every second of the day, so you can be confident that we can scale to meet your business needs with our on-demand services.

Plus, our advanced connectivity, data capture options, and robust reporting help support workflow efficiencies—while providing the information you need to effectively manage your programme, billing, and expenses.





Over-the-Phone (OPI) Interpreting

We founded the OPI industry in 1982 and today we're the global leader. With LanguageLine Phone InterpretingSM you can count on the industry's most reliable connections across the highest call volumes, exceptional SLA performance, and 99.99% platform uptime. All calls are confidential, secure and compliant.

- Connect to expert audio interpreters in 240+ languages, 24/7
- Customise call flows and overflow solutions
- Use traditional telephonic and digital access methods

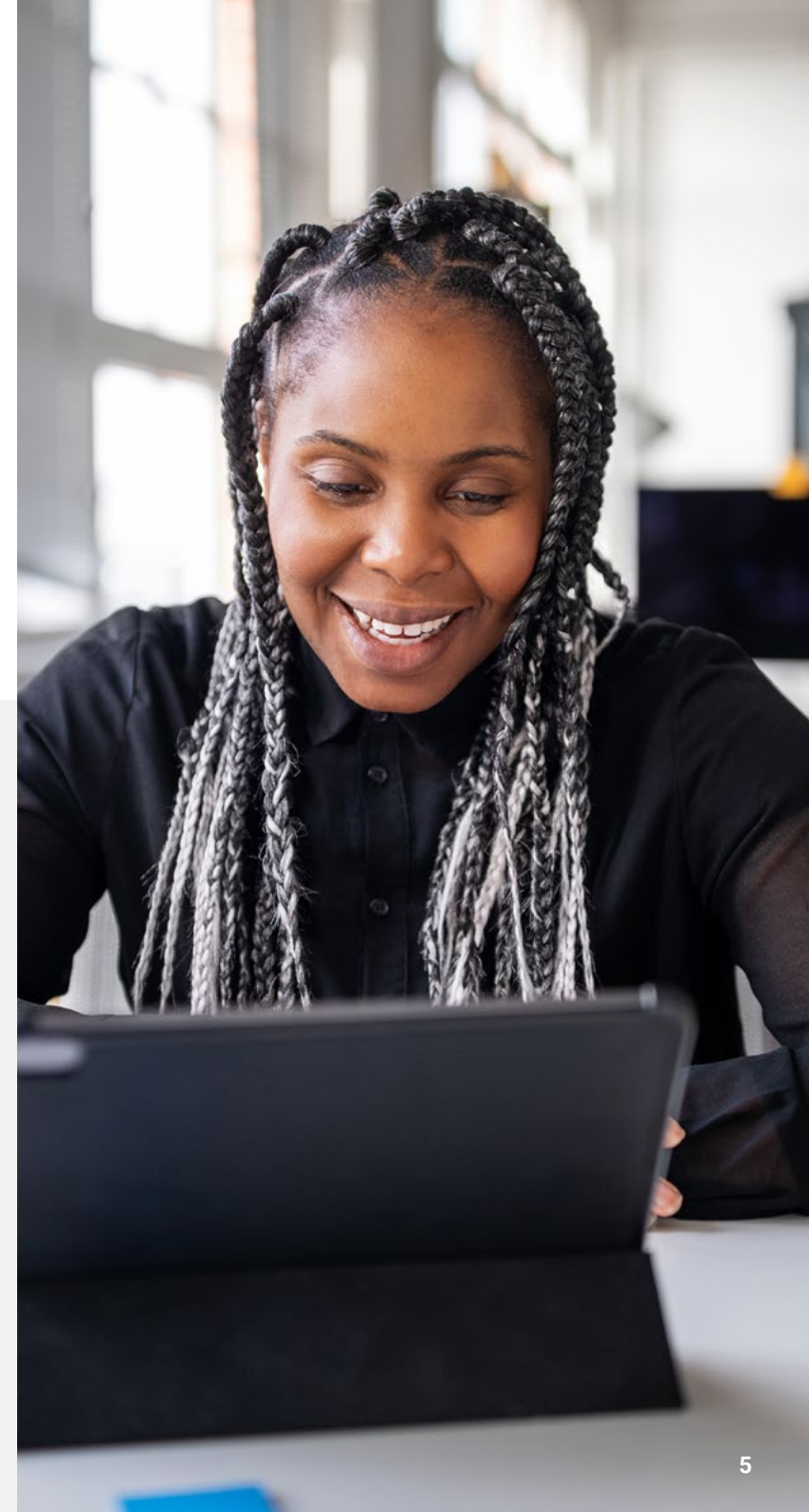


Video Interpreting

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

With LanguageLine[®] Video InterpretingSM you can:

- Connect digitally to expert video interpreters
- Count on crystal-clear video and audio
- Stay secure with full encryption





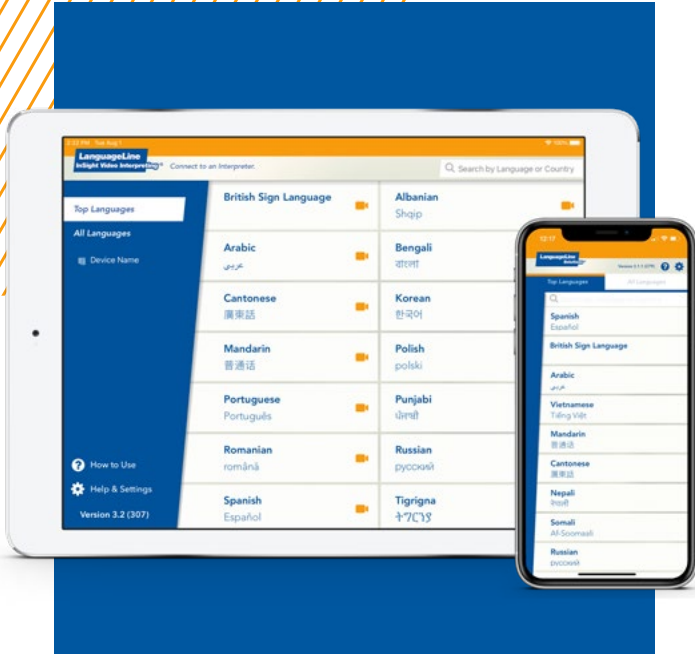
LanguageLine® App

Our app empowers your frontline staff to bridge language barriers wherever and whenever they arise. It increases productivity, saves time, eliminates frustration, and improves your customer or patient experience. Your employees can connect to our team of 20,000+ LanguageLine Certified Interpreters from most digital devices, 24/7.

- Connect in seconds
- 240+ audio languages and 40+ video languages*
- Includes British Sign Language

For organisations that use the LanguageLine App, and also want to maximise the productivity of their staff interpreters, we offer TeamLink®. It allows you to route calls made on the LanguageLine App to your staff interpreters first. When they're unavailable, you can automatically route calls to LanguageLine Certified Interpreters.

* Full language list available at [LanguageLine.com](https://www.language-line.com)



Custom Inbound Call Solutions

Streamline inbound calls to provide a total in-language experience when community members call you. LanguageLine® DirectResponseSM improves engagement in programmes and hotlines serving diverse communities. In-language phone tree options help connect your callers to the right department with an interpreter on the line, saving time and maximising productivity of your English-speaking agents. You can customise the call flow from start to finish to reduce caller frustration and increase efficiency.





Telehealth and Virtual Meetings

Access LanguageLine interpreters within your telehealth or 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 security protocols.

zoom

Teladoc
HEALTH

caregility
Connecting Care Everywhere

amwell

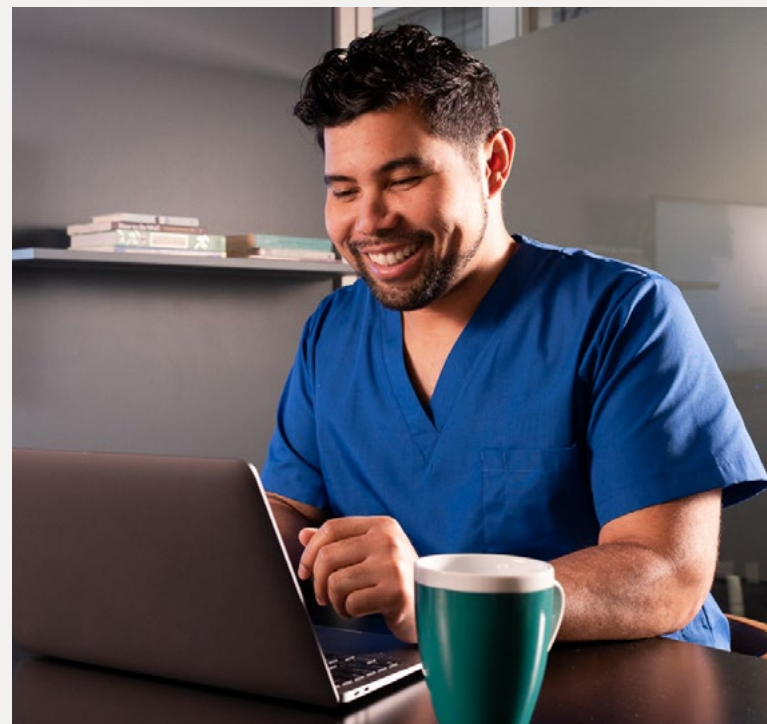
Vidyo

You can easily integrate LanguageLine with any platform enabled with Session Initiation Protocol (SIP). It's easy to manage your language list to ensure that requesting an interpreter will be simple for your users.



Leading Platforms and Electronic Health Record Systems

Get the expert language assistance you need without leaving your electronic health record (EHR) system. Through our integration, you can connect directly with an interpreter and track important data automatically and securely. We integrate with leading business platforms used in virtually every industry—including airport kiosks, hospital bedside devices, EHR systems, and more.



Supporting Equipment



LanguageLine® Rolling CartSM with TrueSoundSM

This all-inclusive, ready-to-assemble stand has a secure audio-amplification enclosure and tilting head. The adjustable rolling cart provides effortless movement to increase staff efficiency.

- Supports a more effective interpreting session
- Increases the volume for an enhanced audio experience
- Meets ANSI standards for mobile healthcare carts and section IEC 60601 for tip test
- No wires, no batteries, no charging



Tabletop Stand with TrueSoundSM

This sturdy tabletop stand offers flexible positioning, ideal for audio and video interpreting in reception areas, showrooms, help desks, and more. Plus, it features our TrueSound audio-amplification enclosure, which enhances an iPad's volume with no wires, batteries, or charging.

- Clear, distinct sound in ambient environments
- Full-reverse screen tilt and negative tilt





Dual Handset Phone

Our dual handset phone is ideal for front desks, reception desks, offices, and retail counters. It gives one-touch access to interpreters and is available in analog and IP models.

- Individual handset volume control
- Two 3.5mm headset jacks
- Works without AC power
- Easy-to-clean surfaces

Comprehensive Implementation and Rollout Support

Maximise your investment in language access with complimentary support. Our implementation team and account executives will help you activate and optimise your programme.

Our year-round services include 24/7 technical support, implementation, staff training, and ongoing education programmes. These services help you maximise efficiency, drive revenue, increase productivity, and maintain regulatory compliance.

Support Materials

Promote your language access programme with clear directions and handy tools. Our language ID poster and desktop display offer instructions in the 20 most common languages to help your customers, constituents, and patients quickly request language assistance.

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 providing support, reducing expenses, increasing revenues and enhancing 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 The LanguageLine Olympus on-demand interpreting platform exceeds 99.99% uptime

6 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

7 We can help you ensure regulatory compliance

Safeguard your organisation and avoid costly errors. LanguageLine is fully GDPR compliant and adheres to the conditions of Cyber Essentials Plus.

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 support, ongoing training, and materials you need to maximise your investment, free of charge. Our dedicated team of 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%



**Connect to our team of 20,000+
professionally trained interpreters
from almost any device, 24/7**



Let's Talk Solutions

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

- In-Person Interpreting
- Translation
- Localisation
- Transcription

LanguageLine
Solutions®

0800 169 2879 / enquiries@language.co.uk / [LanguageLine.com/uk](https://www.LanguageLine.com/uk)