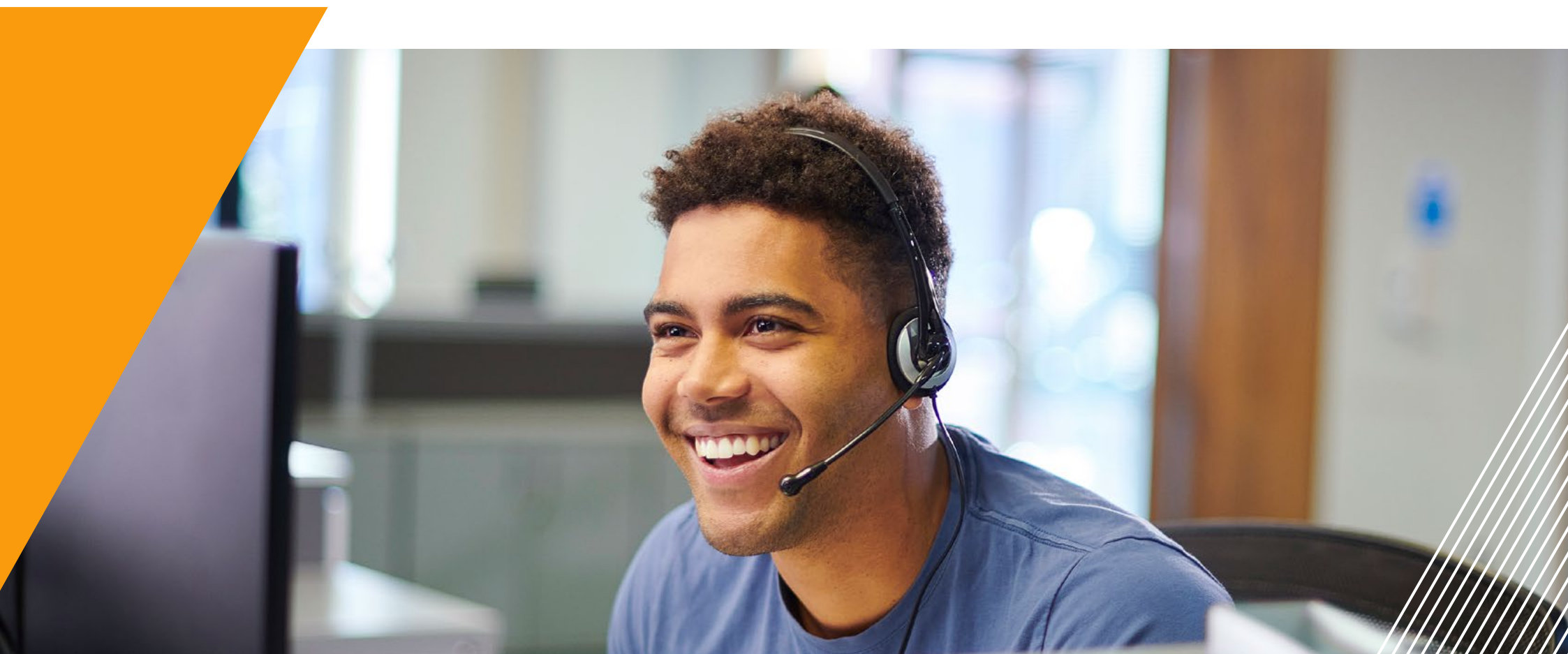


LANGUAGELINE® ON-DEMAND AUDIO INTERPRETING

Say Hello to Total Understanding, in Seconds



Expert On-Demand Audio Interpretation in 240+ Languages

Good communication is good practice. It increases customer trust, delivers higher patient satisfaction, ensures understanding at critical moments, and drives repeat sales. And when you partner with a team who can meet your language needs, good practice brings great results.

LanguageLine goes the extra mile to ensure mutual understanding by providing audio interpreting designed to fit your business needs, duty of care and compliance requirements.

Plus, no matter what language challenges you face, you can harness the expertise of our **20,000+ LanguageLine® Certified InterpretersSM in more than 240 languages, 24/7.**

LanguageLine on-demand audio interpreting can enhance understanding during:

- Inbound and outbound calls
- In-person encounters
- Virtual meetings and telehealth sessions



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

Why thousands of organisations worldwide choose LanguageLine



World-class interpreters: Our 20,000+ interpreters are intensely trained, vetted, and monitored to enhance linguistic quality and excellence.



Outstanding service: We offer the industry's fastest, most reliable connections, exceptional SLA performance, and 99.9% platform uptime.



Committed partnership: Count on a dedicated account manager, 24/7 support, and onsite training to optimize your program implementation and rollout.



Digital and Traditional Audio Interpretation

Choose LanguageLine for unmatched quality, speed, and support

Language barriers are frustrating. They're also time-consuming and costly. Through traditional telephonic and digital audio solutions, LanguageLine Phone InterpretingSM eliminates barriers to communication by connecting you to highly qualified trained professionals, in seconds.

Our interpreters are among the best in the industry

That means they're invested in your success as well as ours. We provide support and training and can attest to the quality of their work.

We can work at any scale

LanguageLine handles 64+ million interactions per year—more than two for each second of the day.

We're dedicated to your success

We will provide your organisation a strategic program analysis and recommendations for optimization. We even provide complimentary implementation of your program and ongoing training.

Telephonic Solutions



Over-the-Phone (OPI) Interpreting

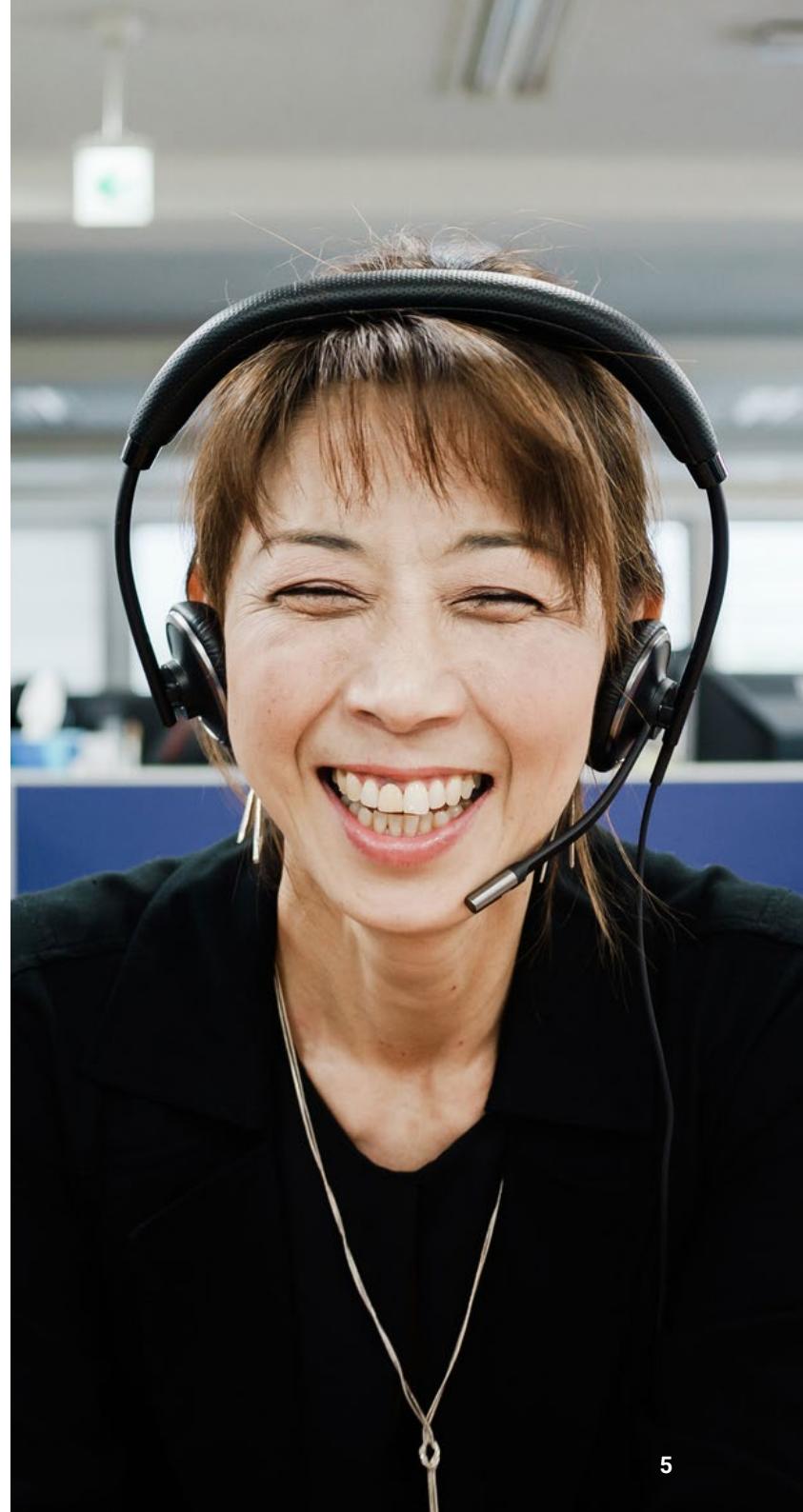
Language challenges can arise when your staff need to explain payment options, enroll a student in classes, provide medical care, obtain signatures for financial documents, and detail criminal justice matters. With LanguageLine, they can simply dial a toll-free number and connect with one of our professionals in seconds. All calls are confidential, secure, and GDPR compliant.

Whether you have a high-volume contact centre or a small office, LanguageLine simplifies the steps for your employees to access an interpreter. From direct-dial access to automated rollover solutions, our innovative technology helps reduce call handle times and enhance the experience of the LEP individuals you serve.

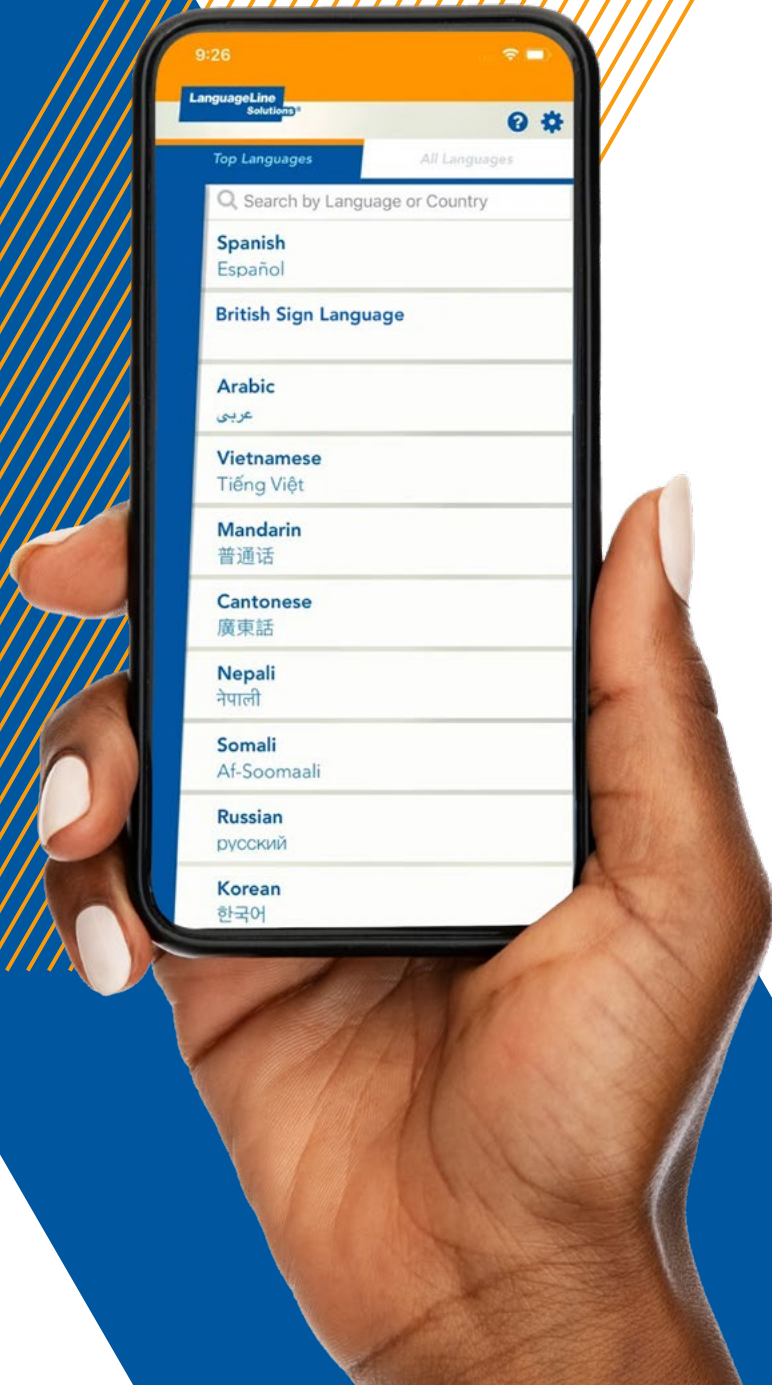


Custom Inbound Call Solutions

Streamline inbound calls to provide a total in-language experience when community members call you. LanguageLine® DirectResponseSM improves engagement in programs 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 maximizing productivity of your English-speaking agents. You can customize the call flow from start to finish to reduce caller frustration and increase efficiency.



Digital Audio Solutions



LanguageLine® App

The LanguageLine App gives your staff one-touch instant access to accurate, meaning-for-meaning audio interpreting in more than 240 top languages, 24/7.

With the LanguageLine App, you can:

- Reach qualified interpreters in the moment of need
- Choose either audio or video interpreting
- Count on crystal-clear audio and superior interpretation
- Stay secure with full encryption



Electronic Health Record (EHR) Platforms

Securely launch an interpreting session from within a patient's record in your EHR system during face-to-face encounters. LanguageLine can integrate audio interpreting services into any EHR system that uses SMART on FHIR.



LanguageLine® for Telehealth and Virtual Meetings

Connect to LanguageLine interpreters from within your telehealth or virtual meeting platform anytime during a session, including:

zoom

Teladoc
HEALTH

caregility
Connecting Care Everywhere

amwell

Vidyo

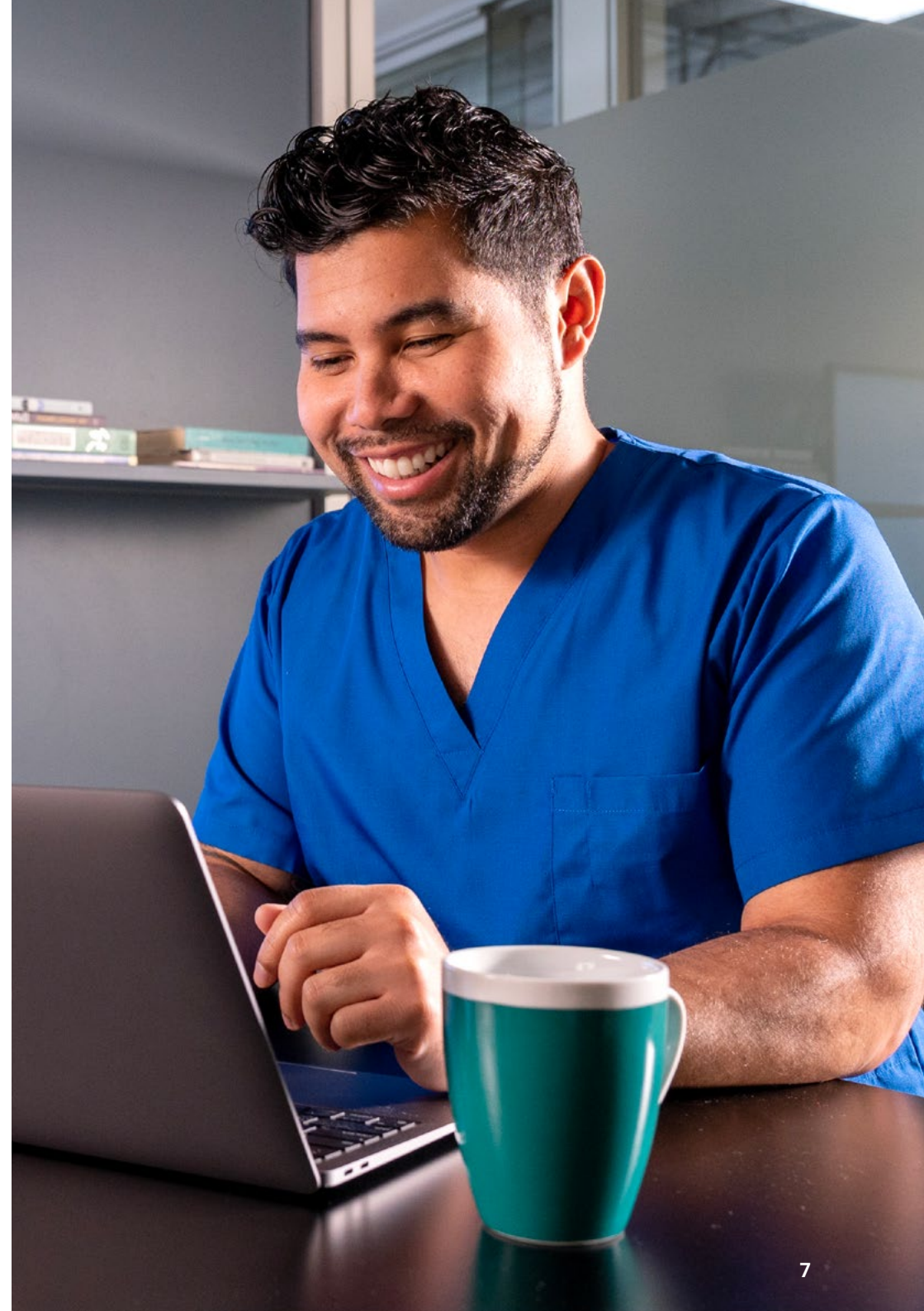
You'll enjoy the same access and availability as the LanguageLine App. Plus, we'll protect your clients' privacy with robust information security protocols.

You can easily integrate LanguageLine with any platform that's SIP-enabled. Once you go live, it's easy to ensure that requesting an interpreter will be simple for your users and keep your organisation compliant.



Contact Centre Workflow Improvements

For SIP-enabled contact centres, it's easy to customise your address book or agent user interface to provide one-click access to LanguageLine audio interpreters, boosting agent productivity and customer experience. LanguageLine seamlessly embeds account credentials in the call request, saving agents 30+ seconds of call handle time.





Work with the Language Partner You Can Trust

You have options for language service providers. But not everyone offers unmatched platform availability, industry-leading technology, expertly trained linguists, and full support for your compliance needs. You can count on LanguageLine to deliver:

Superior Uptime

Our platform uptime exceeds 99.99% availability with redundant mission-critical systems and automatic failover between sites.

Unparalleled Quality

All LanguageLine interpreters undergo rigorous testing and training before working with our clients. Each potential interpreter must pass our language proficiency test, determining bilingual fluency in English and their target language. Then, they must pass our Interpreter Skills Assessment test and complete a thorough new hire orientation.

ASTM Certification

ASTM International defines 12,000+ standards used worldwide to improve product quality, enhance health and safety, and let customers know they can count on products. LanguageLine is the only language service provider to be certified for:

- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for our phone and video interpretation services



Governance, Compliance, Security

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.

LanguageLine is GDPR compliant and maintains Cyber Essentials Plus certification. We also operate with a suite of quality assurance and security certifications, including ISO 9001 for Quality Management, ISO 2700 for Information Security Management, ISO 27701 for Privacy Information Management and ISO 17100 for translation services.



Maximize Your Language Program ROI

Do more with the right equipment, support, and reporting



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

Complimentary Support Materials

Ensure everyone knows you offer interpreting services with these simple and explicit instructions: “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.”

- Instructions in the most common languages
- Customer can quickly identify their language
- Language ID brochure, 18” x 24” poster, and 8.5” x 11” desktop display with easel back



Implementation and Support

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

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.

Data Collection and Reporting

We offer manual, semi-automated, and fully automated data collection options. With the data you need tied to each interpreting session, you can better manage your language access program resources and:

- Prove compliance with laws and regulations
- Save cost by streamlining staff workflows
- Provide documentation for government reimbursements
- Allocate departmental expenses

MyLanguageLine, our online reporting platform, provides 24/7 insight into your account. Monitor your usage, review calls placed, view invoices, and download and schedule analysis reports to help increase productivity.







A Trusted Partner

Over 30,000 organisations worldwide, across multiple sectors, trust LanguageLine to provide on-demand language support solutions

Leading healthcare organisations trust us



Major hospital Trusts, GP and dental practices, community services and emergency services; organisations trust LanguageLine to support them around the clock.

More central and local government bodies choose LanguageLine



Thousands of government entities across the United Kingdom, Europe and North America



Serving social services, education, courts, police forces, local and central Government - and more

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

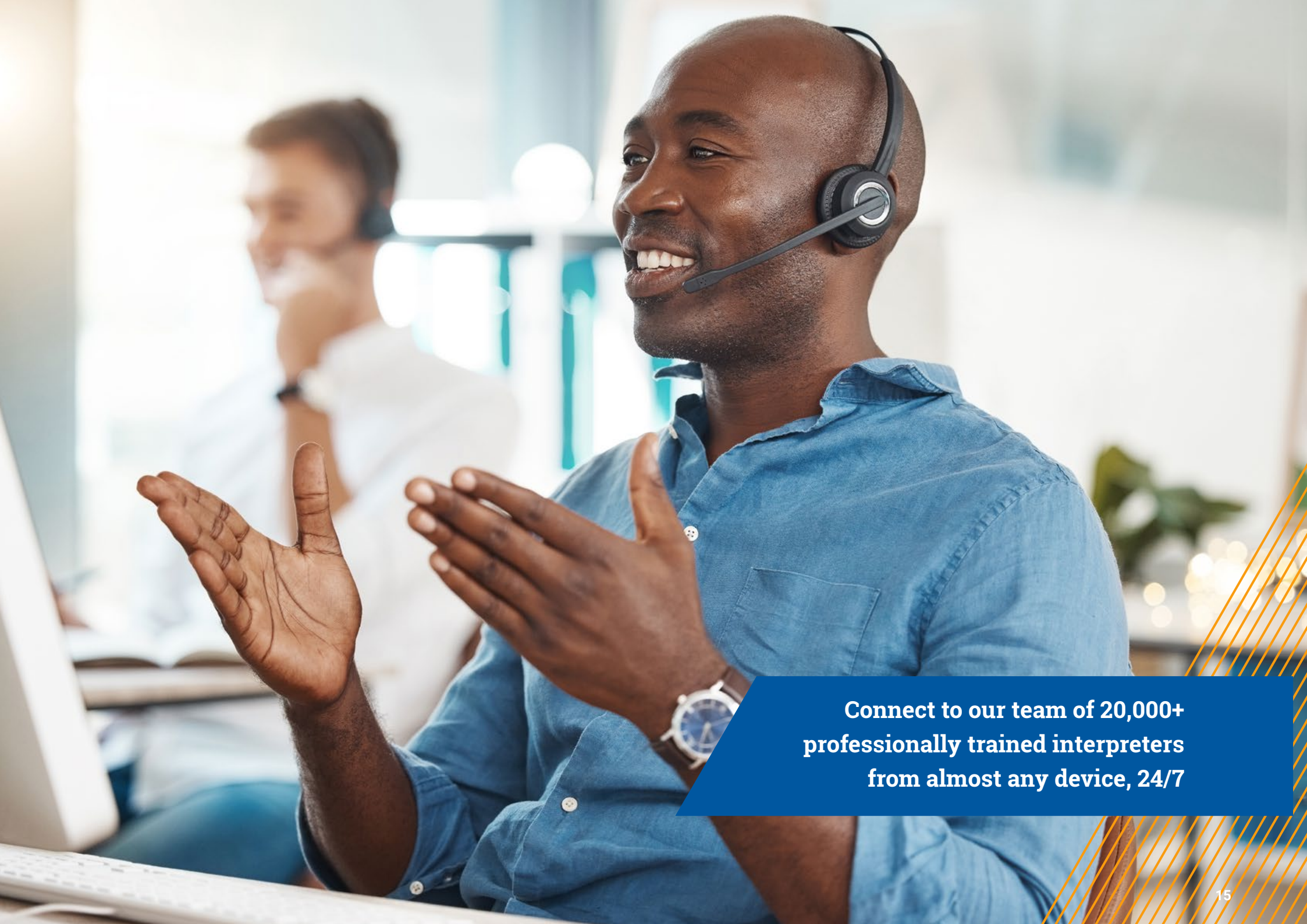
8 We provide complimentary implementation support

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 maximize 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 optimize your program, 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 development opportunities with industry-leading services.

- On-Demand Video Interpreting
- In-Person Interpreting
- Virtual Meetings
- Translation
- Localization
- Transcription
- Staff Testing & Training

LanguageLine
Solutions®

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