

LANGUAGELINE® TRANSLATION & LOCALISATION<sup>SM</sup>

# Build Stronger Relationships Through Total Understanding



**LanguageLine offers the expertise you need to improve your written and digital communications and ensure compliance**

# Increase Translation Quality in 290+ Languages

**Clear, accurate communication helps satisfy your customers' or patients' language needs to increase satisfaction and win their loyalty.** But in today's multilingual marketplace, your business must be ready to communicate with the same accuracy in countless languages. Without this, you minimise your reach and your business potential.

Most translation vendors are limited in headcount and expertise, forcing you to use a network of niche service providers whose quality standards can be unpredictable. Instead, partner with a single provider with **40+ years of experience** across a broad spectrum of solutions and **proven quality standards backed by multiple ISO certifications.**

LanguageLine Translation & Localisation supports all types of content and sizes of projects with the highest level of quality—in **more than 290 languages.**

Our innovative technology creates workflow efficiencies while facilitating the fastest possible service.

## **LanguageLine is ready to help you:**

- Translate documents, marketing materials, forms, communications, and how-to guides
- Localise websites, hardware, software, in-game content, and eLearning
- Transcribe digital and multimedia content
- Communicate between global teams
- Simplify content in any medium
- Automate translation and localisation of your content



# Translation & Localisation

## 5 ways to better reach and serve your audience

Your translation needs aren't limited to one language, channel, or timeline. Get the expertise you need to communicate clearly at any scale. Our professionals will transform your language challenges into opportunities by delivering custom solutions that improve efficiency and foster meaningful relationships.

## 1. Translation Services

Our dedicated LanguageLine Translation & Localisation team members provide high-quality, high-touch translations that are customised for your intended use, audience, and shelf life. We put every project through a comprehensive quality assurance process to ensure that final deliverables exceed expectation.

### Our experts translate all types of written content:

- Documents
- Forms
- Claims
- Technical manuals
- Online content
- Communications (email, chat, etc.)
- Marketing collateral
- HR policies and procedures
- Regulatory compliance documentation
- And more

## 2. Localisation Services

As you expand your business, LanguageLine can localise your digital content for a specific locale's language and cultural sensitivities so that it's a natural experience for your target customer.

After becoming familiar with your needs, objectives, and audiences, we'll devise a customised localisation solution that delivers higher-quality deliverables with shorter turnaround times. To ensure successful on-time delivery, we embrace comprehensive, end-to-end quality-control procedures for every project.

### We're experts at localising:

- Websites
- Software
- Online applications
- Mobile apps
- Multimedia
- Subtitles and graphics
- eLearning and training
- Gaming and more

### 3. Transcription Services

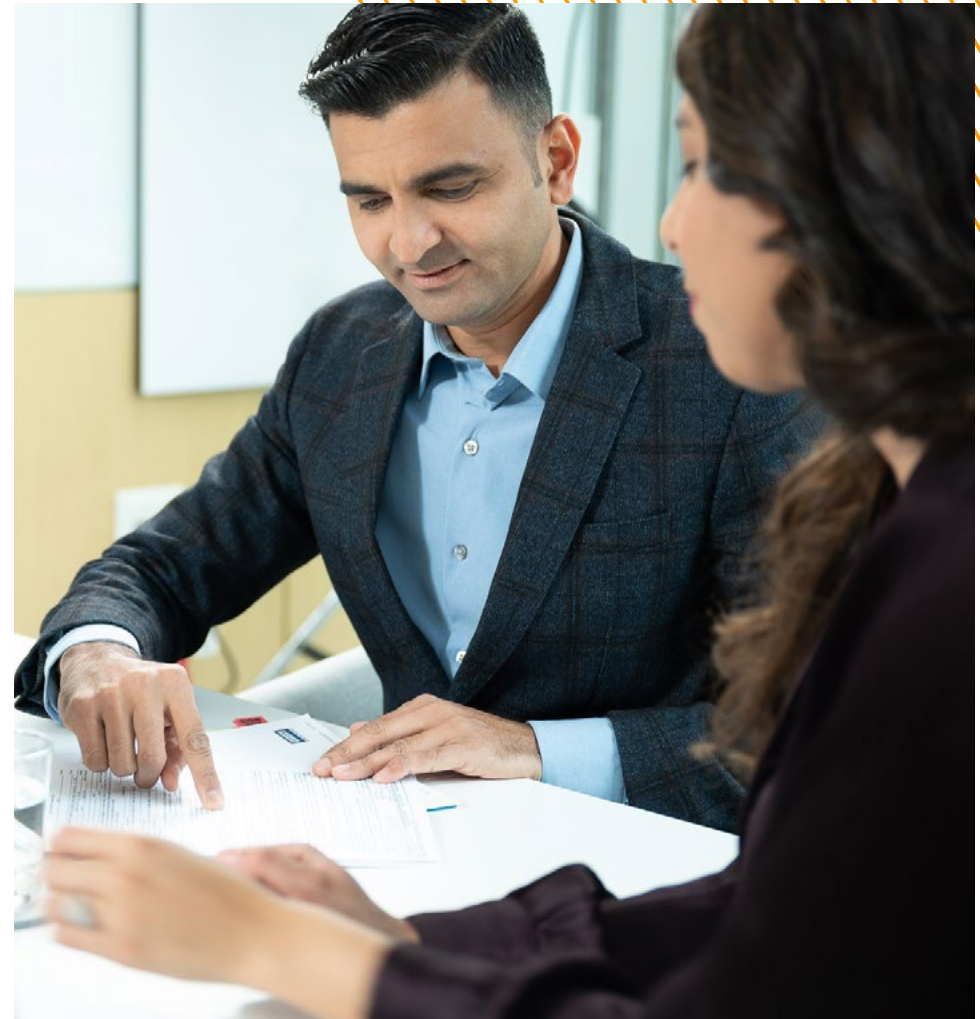
Count on LanguageLine to take the work out of transcribing audio and video recordings. We provide audio-to-text transcription, voiceover, and translation in more than 290 languages. Rest assured our linguists will complete your transcription projects with the same high-quality output you can expect from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

### 4. LanguageLine® Clarity™ Services

Bring the highest levels of clarity to all your English content by simplifying individual documents, or refining a complete document system. We can turn hard-to-consume materials into Plain Language, resulting in content that's easier to digest in English and translate into other languages.

**We offer two services for improving comprehension (which lowers support costs) and reducing translation spend (by minimising the number of words to translate):**

- **Clarity Microsimplification:** Simplify individual documents by performing content analysis, purging unnecessary information, and harnessing the power of plain English for core content
- **Clarity Macrosimplification®:** Fully reengineer your document system for leaner, more transparent, and cost-effective content. By improving readability and understanding across touchpoints, you can increase brand preference and reduce customer support costs. Refining your document system can result in fewer documents that are easier to understand, deliver significant cost savings, and improve the results of your programmes and outreach.



### 5. 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 recordings.

# Get Faster Results Through Innovative Technology



## LanguageLine® SmartMATE

Increase efficiency by integrating your content management system (CMS) with LanguageLine SmartMATE. We offer a number 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.



## LanguageLine® SmartMATE Machine Translation<sup>SM</sup>

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.



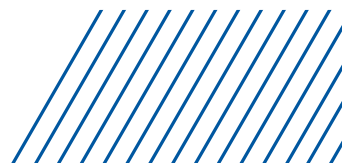
## LanguageLine® Website Proxy<sup>SM</sup>

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® Translation Portal<sup>SM</sup>

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.



**An Extension of Your Team**

# Partner With Our Experts to Improve Your Bottom Line

Whether it's healthcare, manufacturing, education, government, financial services, or gaming, our industry experts and dedicated professionals will meet your needs and help you grow your business.

## **We're dedicated to your success**

Your Account Team will provide your business a strategic programme analysis and recommendations for optimisation. Plus, our team of specialists will ensure our services and technology run smoothly and will always be available to answer any account-related questions.







# A Trusted Partner

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

## Public Sector:



Medical



Government



Emergency  
Services



Welfare



Education



Police and  
Criminal Justice

## Private Sector:



Financial  
Services



Insurance  
Services



Legal  
Services



Manufacturing



Marketing and  
PR Agencies



Travel and  
Tourism



# 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 9001:2015, ISO 17100:2015, ISO 27001:2013, 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
- CAN/CGSB-131.10-2017 National Standard of Canada for Translation Services

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

Safeguard your organisation and avoid costly errors. Confidently comply with requirements including ADA, EEOC, GDPR, FCA regulations and more.

**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 on-site 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.

- On-Demand Video & Audio Interpreting
- OnSite & Virtual Interpreting
- Inbound Call Direct Response
- Virtual Meetings

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