

InSight LanguageLine Video Interpreting Solution

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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.



Since 1985; Language Support Access at All Touch Points

SPOKEN AND SIGNED

On-Demand Solutions

LanguageLine InSight Video Interpreting®

- Live video and audio interpreters
- One touch access via LanguageLine interpreting app
- 38 video languages including American Sign Language
- 200+ audio only languages
- Available for smartphones, tablets, PCs and MACs

LanguageLine® Telephone Interpreting

- Live audio interpreters in 200+ languages
- Available from any phone 24/7
- 2-way and 3-way call conferencing options

Scheduled Solution

LanguageLine® Face-to-Face Interpreting

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

WRITTEN

Translation and Localization

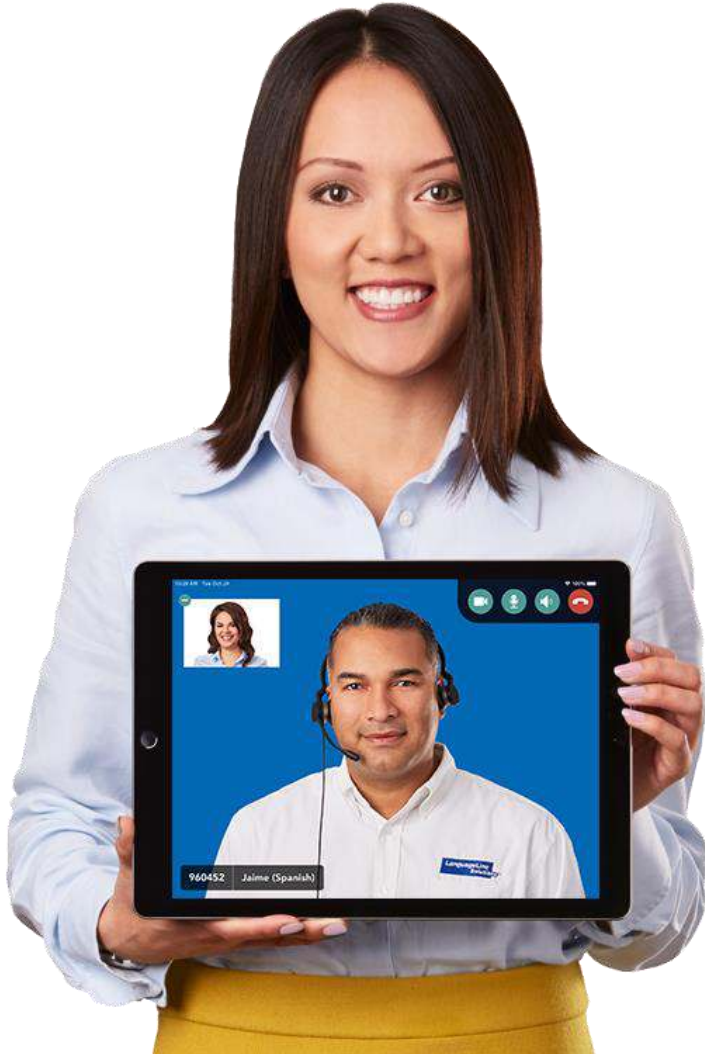
LanguageLine® Translation

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

LanguageLine® Localization

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

The Next Generation of Video Interpreting....



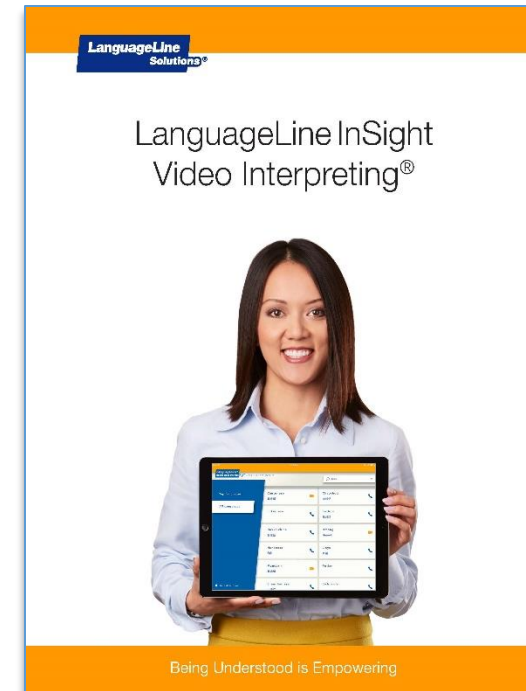
LanguageLine InSight®

EASY • SECURE • RELIABLE • ROBUST
Powered by the largest, qualified and trained, professional linguist team in the world.

LanguageLine InSight Video Interpreting®

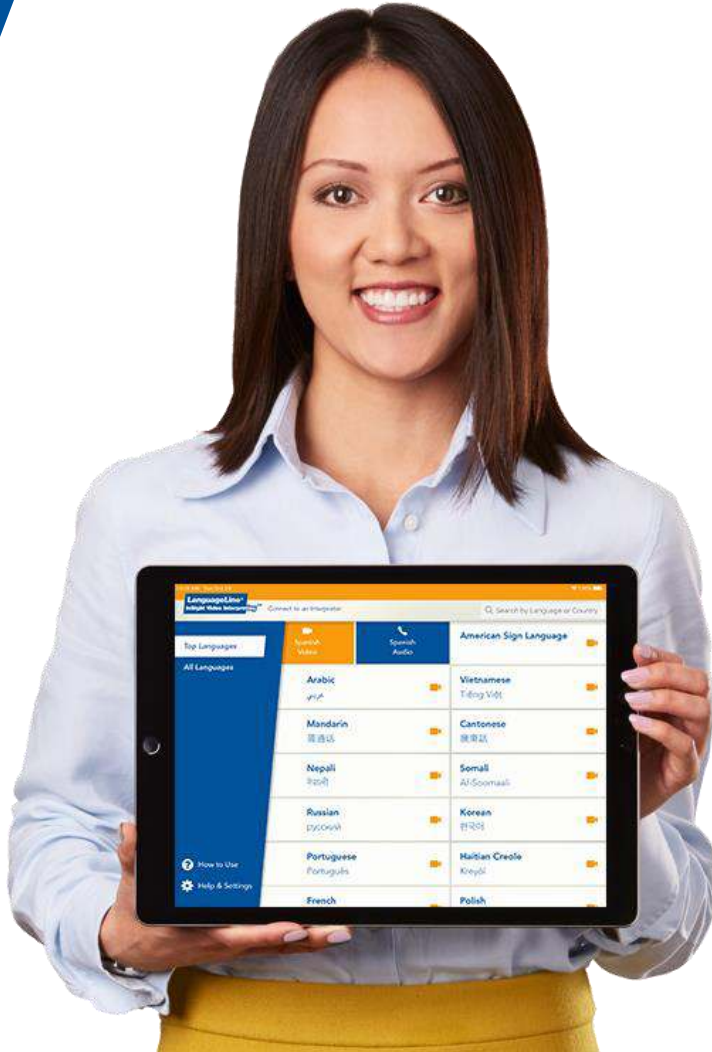
Enhance trust, confidence and satisfaction with the benefit of visual cues.

- Provides on demand, secure access to video interpreters
 - 38 languages including BSL
 - Additional 200+ audio-only languages
- Cost effective alternative to face-to-face interpreting, in appropriate circumstances
 - Ideal when visual cues enhance understanding
 - Unplanned events, short duration, availability issues
- Superior, easy-to-use, secure technology
 - Available for iPad/iPhone, Android, Mac/PC
 - Each call has full end-to-end encryption ensuring privacy
 - Location-based security control
 - 24/7 Tech Support



[Video Available](#)

The Ease and Reliability of LanguageLine InSight®



Connect in
30 Seconds
or Less
Average

More than
12,000
Interpreters
at a Touch of a
Button

60
Second
Reconnection
Logic

38
Languages
including BSL

Client
Rated
4.7
★★★★★
Out of 5

24/7
Tech
Support

Simply the Best Interpreters in the Industry

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

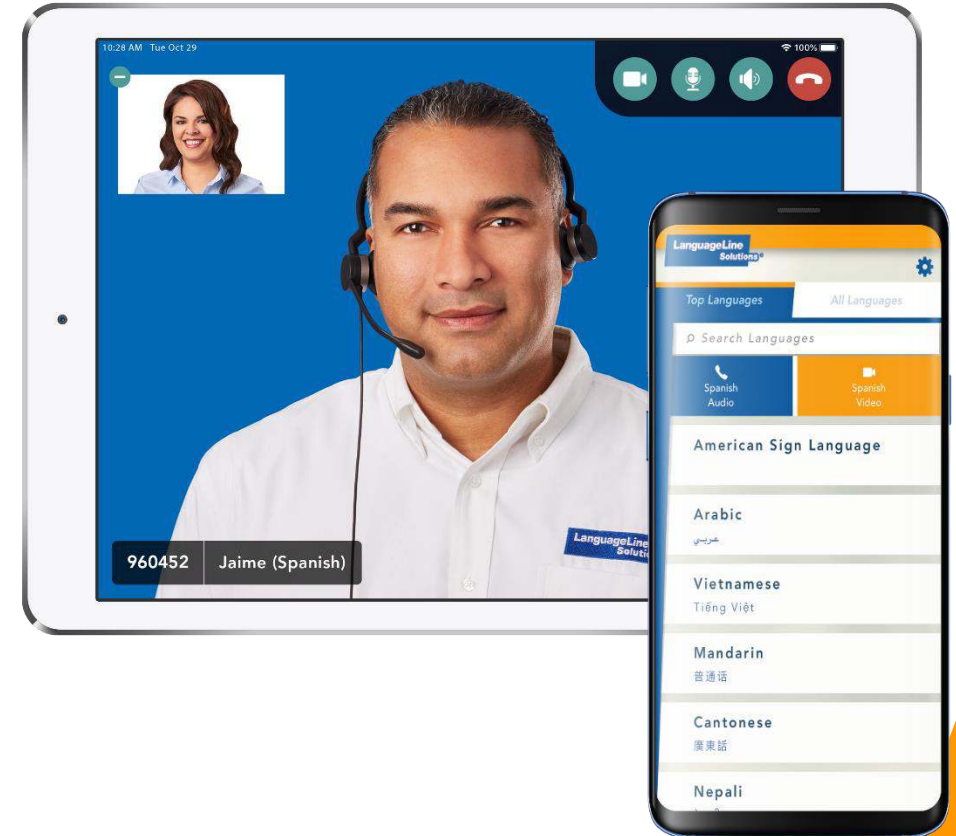
- Highest Standard of Excellence
 - Fully tested and vetted interpreters, ready to assist you
 - Strict and demanding recruitment process
 - Ongoing training, monitoring, and coaching

- Quality Assurance Process
 - Regular service observations
 - Voice of the Customer Program (VOC)
 - Presentation checking
 - Service Observation Analysis Program

Superior, Easy-to-Use Technology

Ability to use your own devices maximizes possibilities

- Available as an app for iPad/iPhone and Android devices as well as Mac/PC with Chrome or Firefox
 - Simple to access app connects with WiFi, Ethernet, or cellular
 - One-time authentication process
 - Full end-to-end encryption for privacy and security compliance
 - One-touch access to an interpreter in the language of choice
 - 60-second Reconnection Logic
 - MDM compatible
- NotePad feature for written, incremental support
 - Emphasise key information
 - Interpreter types on-screen in target language or English



Trustworthy Risk Management Protocols And Policies

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

- Safety and Security of Information
 - Security clearance for interpreters
 - Strict Code of Conduct/employee compliance training
 - Regulated Interpreter call note taking and work environment
 - No customer call content stored on LanguageLine systems
- Safety and Security of Systems
 - Carrier grade, cloud-based technology infrastructure
 - Redundancy within the voice and data centers
 - Geographical redundancy
 - Dispersed interpreter workforce

On-Demand Interpreting for Smartphones

An interpreter in your pocket for true mobility.

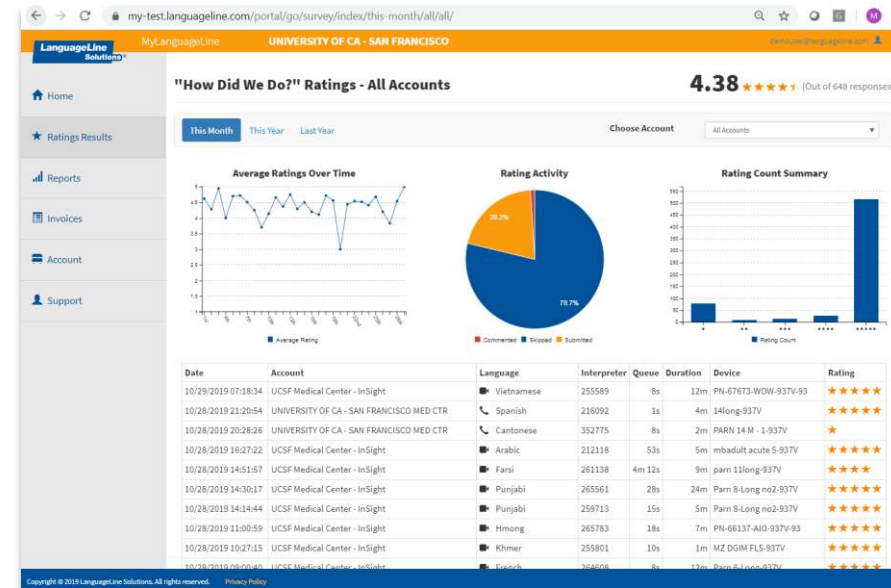
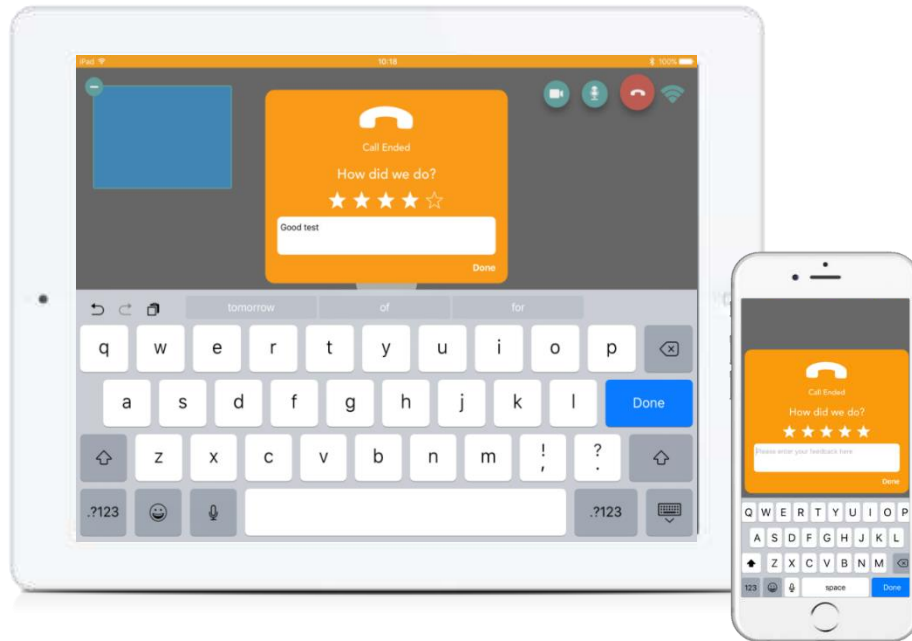
- Use your own devices anywhere, anytime
- Fast, easy connections to trained interpreters
- Cellular and WiFi compatible
- 38 top languages including British Sign Language
- Audio-only in 200+ languages
- Secure and compliant
- Portrait or landscape modes
- Location-based security controls

1. Open App
2. Select Language
3. Connect in seconds



How Did We Do?

Option to Rate the Experience After Every Call



- Tap 1-5 stars
- Allows for comments

- View Ratings on demand in MyLanguageLine Portal

Interpreter On Wheels® with TrueSound™

Security. Mobility. Amplified Volume.

- The secure TrueSound audio amplification enclosure increases the volume for an enhanced audio experience
- Interpreter on Wheels rolling cart with tilting head and utility basket
 - Supported by a 5-wheeled sturdy base, with lockable casters, which allows for effortless movement
 - Resistant to harsh cleaning chemicals
 - Meets ANSI standards for healthcare mobile carts section IEC 60601 for “tip test”
- Attachable quick reference guide (QRG) with easy-to-follow instructions



What Our Video Interpreting Clients Say....

- *Video interpreting has provided the Trust with a solution for when we have not been advised an interpreter is needed. This means we are able to meet a family's language needs in a very responsive way without having to reschedule an appointment. It also means we can deliver care to families who arrive at the hospital as an emergency, when the care is unplanned.*
- **Head of Quality – Corporate Services, Alder Hey Children's Hospital**
- *On using the video service the patient's face instantly lit up and was thrilled to be able to talk to the interpreter and express her frustrations and concerns and was able to engage in the therapy assessment. It was very valuable to be able to converse with the interpreter and patient at the same time and the interpreter was amazing.*
- **Operational Therapy Manager, East Lancashire Hospitals NHS Trust**

Thank you

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