

Checklist for Choosing a Language Services Provider

Language access is more than a “nice to have”; it is an essential component of any organization that interacts with the public. Today, these organizations must meet people where they are and in the language they speak.

Consider these facts:



More than 25 million people living in the United States have limited English proficiency, meaning they identify as speaking English “less than well,” according to the most recent U.S. census data.



At least 350 languages are spoken in U.S. homes, according to census data.



An estimated 37 million American adults report some trouble hearing, according to the National Institutes of Health.

The right language services provider can help you close the communication gap between you and your limited English proficient or Deaf and Hard of Hearing populations. The wrong provider, unfortunately, will only add to their confusion and frustration. **There are thousands of providers, so how can you be sure your organization selects the right one?**



1 Reliability and Stability

	Vendor #1	Vendor #2	Vendor #3
How long has the provider been in business?			
What is the variety of services the provider offers, and what is the availability of those services (i.e., are they available 24 hours a day, seven days a week)?			
Do they provide: <ul style="list-style-type: none"> • Over-the-phone interpretation • Video remote interpreting • Face-to-face, on-site interpreting • Translation and localization 			
How many (and what type of) clients do they serve?			
What is their client retention rate?			
What are their average daily and annual interpretation call volumes, and how do those numbers compare to other providers?			
How many translation projects do they complete annually?			



2 Quality of Services

	Vendor #1	Vendor #2	Vendor #3
What recruiting requirements are in place for interpreters and translators?			
Once hired, what type of general and industry-specific training do linguists receive to ensure the highest standards of customer service and quality?			
How are interpreting and translation projects monitored for quality assurance?			
How do clients provide feedback?			
What remediation processes are in place to ensure quality?			
What policies and procedures exist to ensure safety and information security?			
What protocols does the provider have in place to protect the safety and security of client information?			



3 Fulfillment and Speed

	Vendor #1	Vendor #2	Vendor #3
How quickly are interpreting calls answered?			
What percentage of video calls are fulfilled?			
What percentage of translation projects are delivered on time?			
What percentage of requests for onsite interpretation are fulfilled?			

4 Client Support and Technical Assistance

	Vendor #1	Vendor #2	Vendor #3
Does the company provide extensive, hands-on assistance with implementing their solutions, from installation to staff training?			
During what hours is customer service available?			
What sort of support is included in the service agreement?			
Do any additional charges apply for various levels of service?			



5 Technical Capabilities

	Vendor #1	Vendor #2	Vendor #3
Does the provider have a low percentage of dropped calls?			
Does the provider quickly resolve service issues?			
Does the provider have high bandwidth capability for video interpreting services?			
Is the provider constantly evaluating new technologies and deploying them when it makes sense, while ensuring the technology remains easy to use?			

Compare LanguageLine Solutions

We invite you to ask us these questions and see how we compare with other options you may have.

Please contact your LanguageLine Account Executive or call Customer Service at 1-800-752-6096

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For more detailed criteria to help you assess potential providers, please check out our guide *5 Critical Criteria in Selecting Your Language Services Provider*.