

LANGUAGELINE® TRANSLATION & LOCALIZATIONSM

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 help satisfy your customers' or patients' language needs and win their loyalty. But in today's multilingual marketplace, your business must be ready to communicate with the same accuracy in countless languages. Otherwise, you risk losing out—and could even face regulatory compliance issues.

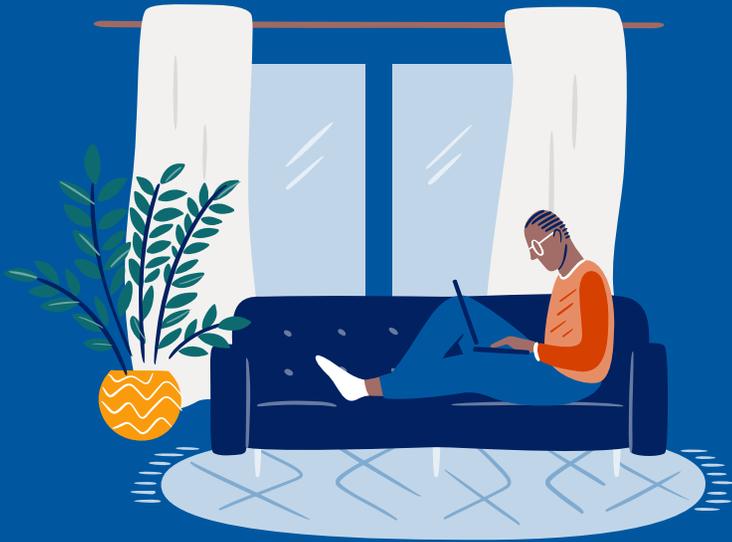
Most translation vendors are limited in headcount and expertise, forcing you to use a network of niche service providers whose quality standards can be unpredictable. Instead, partner with a single provider with **40+ years of experience** across a broad spectrum of solutions and **proven quality standards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

LanguageLine® Translation & LocalizationSM Solutions 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
- Localize 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 localization of your content



Translation & Localization

5 ways to better 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 & Localization team members provide high-quality, high-touch translations that are customized 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. Localization Services

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

After becoming familiar with your needs, objectives, and audiences, we'll devise a customized localization 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 localizing:

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

3. Transcription Services

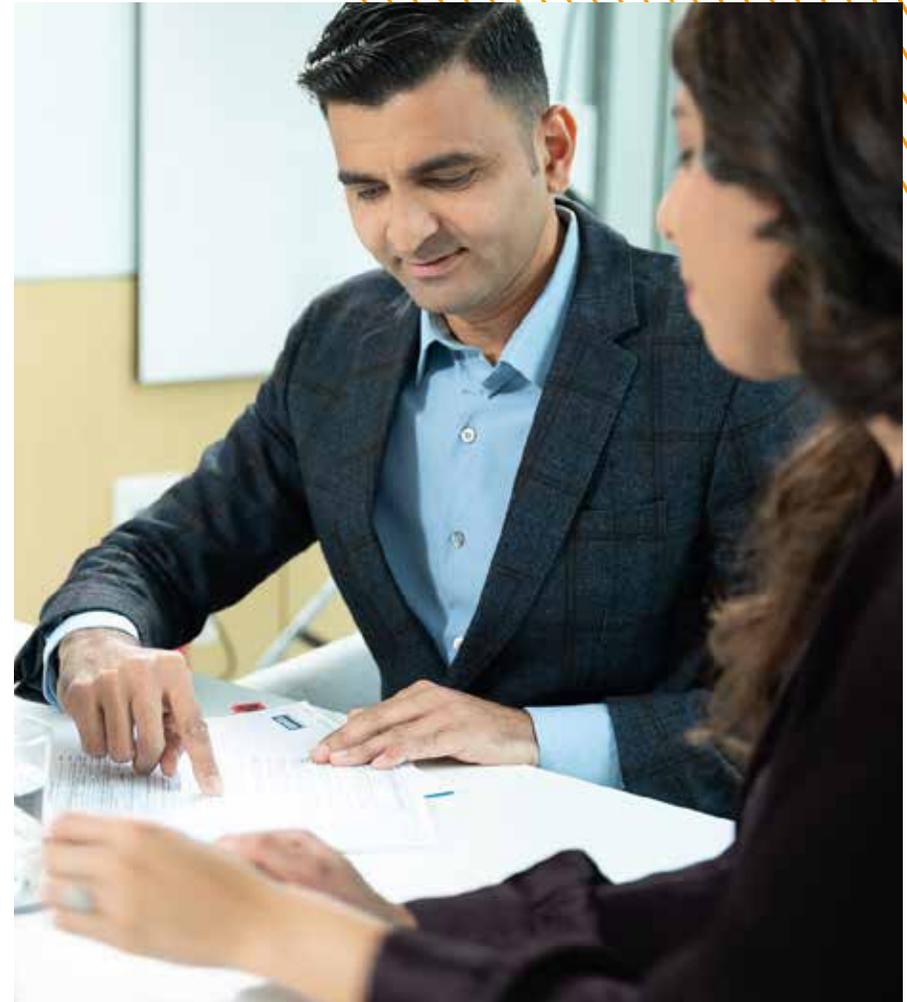
Count on LanguageLine to take the work out of transcribing audio and video recordings. We provide audio-to-text transcription, voiceover, and translation in more than 290 languages. Rest assured our linguists will complete your transcription projects with the same high-quality output you can expect from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

4. Plain Language 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 minimizing 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 MacrosimplificationSM:** 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 programs 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, audio recordings, and 508-compliant documents.

Get Faster Results Through Innovative Technology



LanguageLine® ConnectSM

Increase efficiency by integrating your content management system (CMS) with LanguageLine Connect. We offer more than 60 prebuilt connections 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 Connect, you can improve your productivity and reduce human error.



LanguageLine® Website ProxySM

Expand your global reach by localizing your website or eCommerce platform. Website Proxy is the perfect solution for organizations 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.



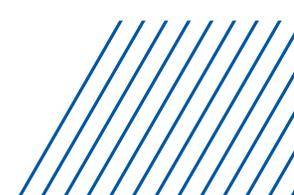
LanguageLine® Machine TranslationSM

Translate any sized content as quickly as possible. With Machine Translation, LanguageLine's AI-driven "best fit" technology provides fast turnarounds for low-liability content, at the lowest cost. When you combine your raw Machine Translated content with our ISO-certified post-editing process, you can rest assured deliverables will have the highest levels of accuracy.



LanguageLine® Translation PortalSM

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.



Partner With Our Experts to Improve Your Bottom Line

Whether it's healthcare, enterprise, 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 program analysis and recommendations for optimization. Plus, our team of specialists will ensure our services and technology run smoothly and will always be available to answer any account-related questions.





The World's Top Companies Choose LanguageLine

Nearly every Fortune 100 entity has chosen LanguageLine



of Telecommunications,
Food & Drug, and Aerospace
& Defense companies



of Healthcare
companies



of Technology
companies



of Financial Service
companies

Leading healthcare organizations trust us



of best hospitals
(U.S. News & World Report)



of 5-Star
Medicare providers



of the best children's hospitals
(Honor Roll)

More federal, state, provincial, and local governments choose LanguageLine



Thousands of government entities across
North America and the United Kingdom



Serving public safety, health, social services, courts
and corrections, Homeland Security, 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 organization 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 75+ 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**

LanguageLine completes over 1,000 data security and operational audits annually, 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 18587:2017, and ISO 9001:2015
- 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 CAN Translation services
- HITRUST Essentials, 1-year (e1) Certification

6 We can help you ensure regulatory compliance

Safeguard your organization and avoid costly errors. Confidently comply with requirements including ADA, EEOC, and Title VI of the Civil Rights Act of 1964, ACA Section 1557, Joint Commission standards, HIPAA, and CMS

7 We rank 5th in the world as the Best Place to Work (across all industries)

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 maximize your investment, free of charge. Our 15+ 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 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%





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
- Virtual Meetings
- Virtual OnSite Interpreting
- Staff Testing & Training
- Inbound Call Direct Response

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