



**Language
Solutions**

EXECUTIVE SUMMARY

**A leading provider of industry-specific
language access and localization solutions.**

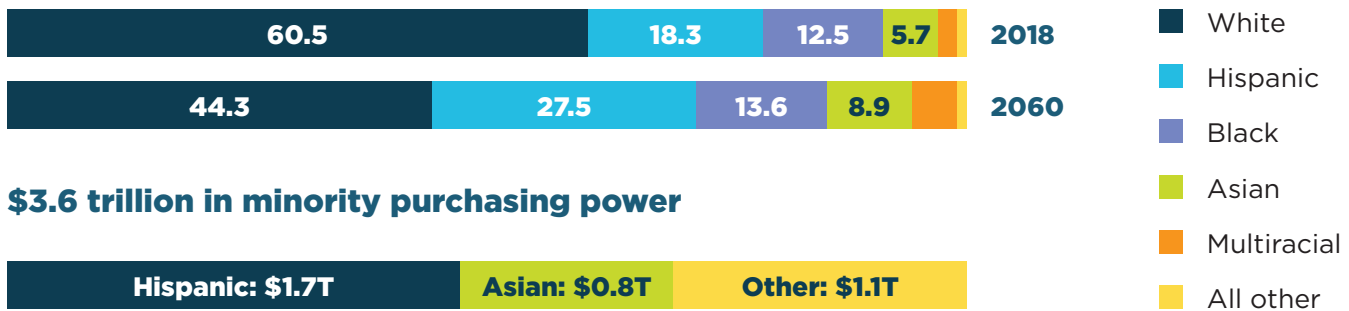
HITRUST
CSF Certified



ENTERING NEW MARKETS

Non-English target markets in the US are growing and represent a significant revenue opportunity for savvy organizations. When marketed to in their native language, **non-English target markets are more loyal and convert at a higher rate** than most English language markets.

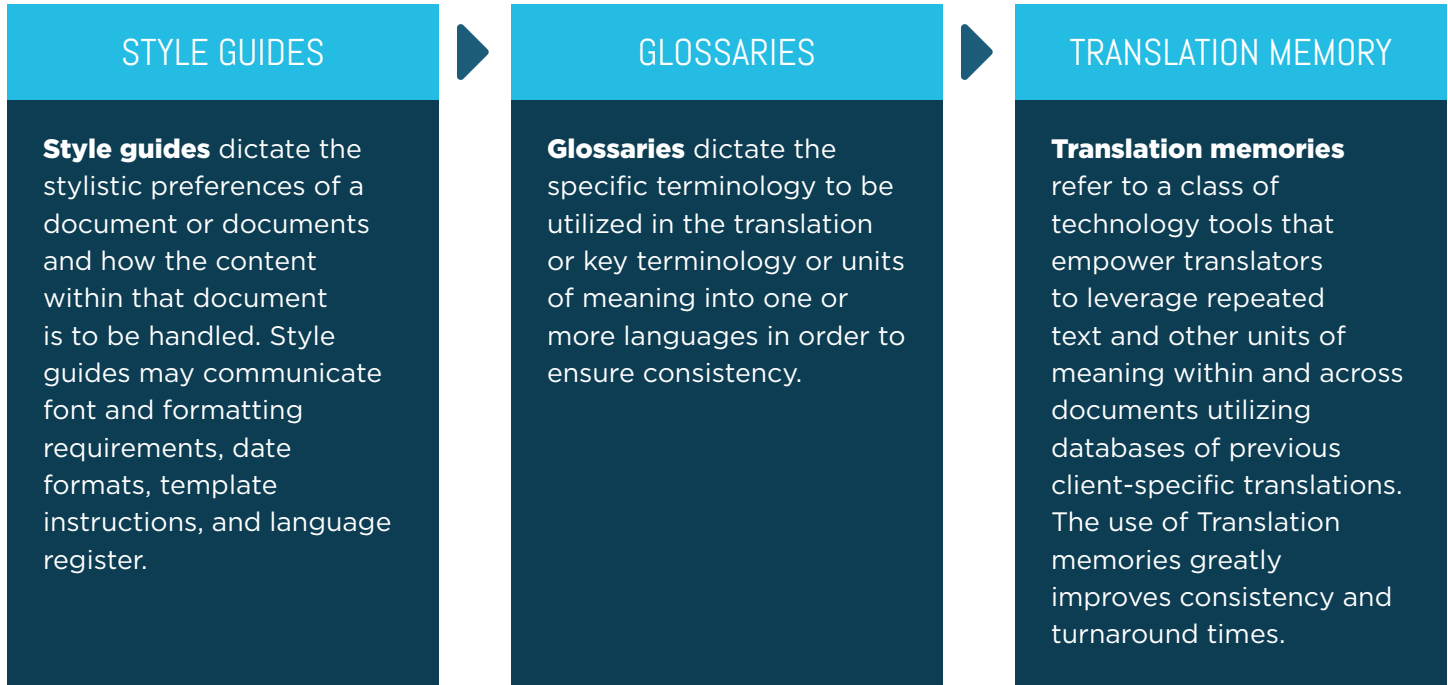
U.S. race-ethnic profiles, % of total population, 2018 and 2060



SERVICES

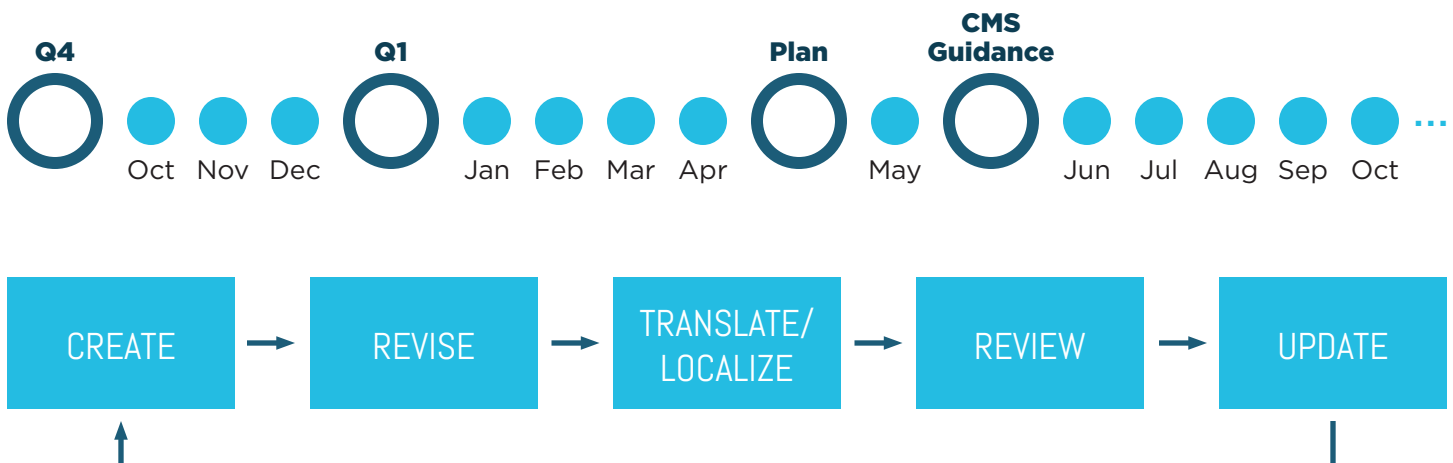
 LANGUAGE ACCESS CONSULTING - Regulatory compliance - Utilization	 TRANSLATION - Clinical - Pharmaceutical - Member communications - Plan documentation	 LOCALIZATION - Digital assets - Process automation - Agile localization	 MULTIMEDIA - Transcription - Subtitles - Voiceover - Dubbing - Editing
 ON-SITE INTERPRETING - Medical - Community - Conference - Equipment rental	 OVER-THE-PHONE INTERPRETING - Assess - Implement - Train	 LINGUISTIC QUALITY ASSURANCE - Bilingual staff - Organizational communications	 ALTERNATE FORMATS - Braille - Large print - Audio

SETTING QUALITY STANDARDS



ESTABLISH TIMELINES

It is important to understand the timelines and lifecycles associated with your projects, products, services, content, and campaigns. Language access and localization processes can be integrated to reflect an agile, on-demand, or deadline-driven development and delivery environment. ISI Language Solutions customizes our products, services, and processes to best meet client needs.



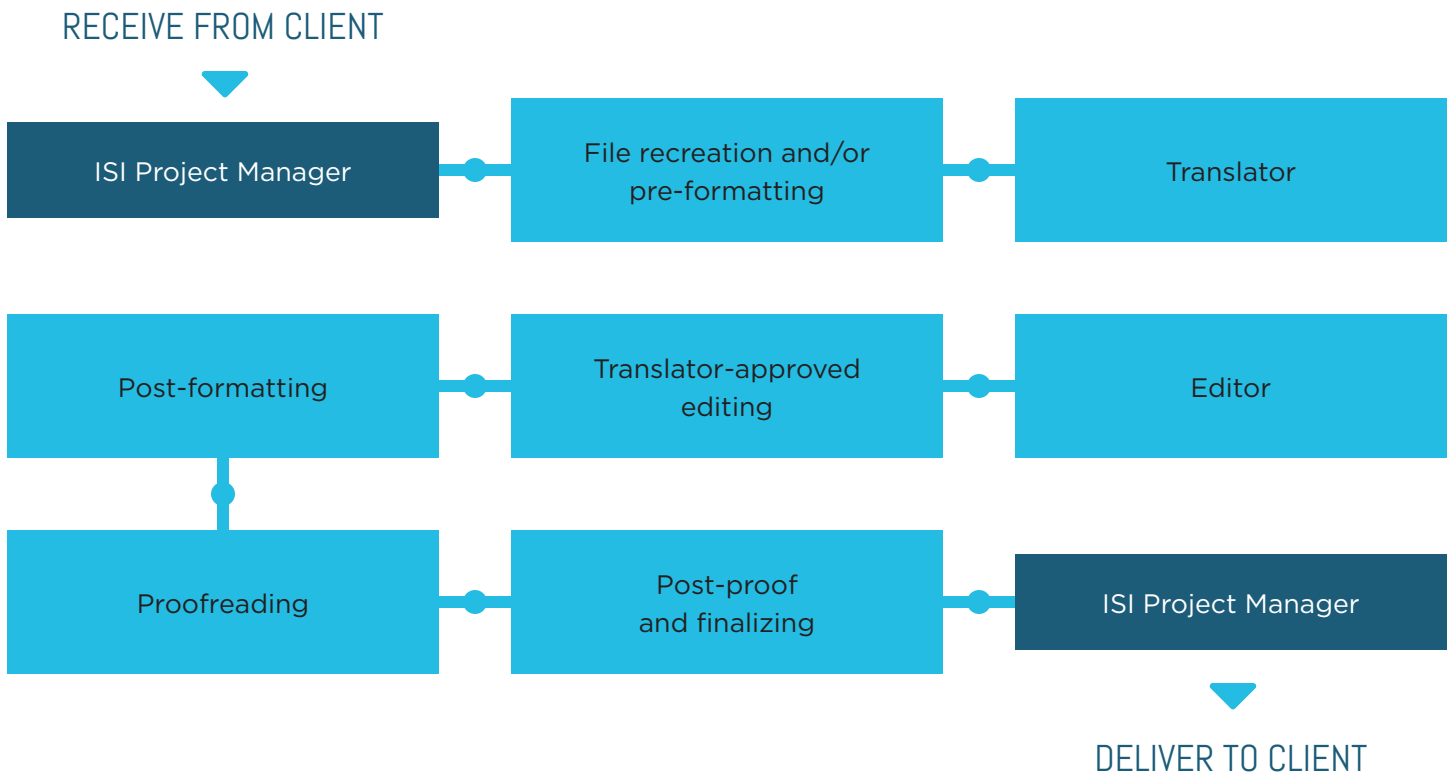
UNDERSTAND AND PLAN FOR ALTERNATE FORMATS

Alternate formats such as large print, audio, and braille enable effective communication with disabled consumers and ensure regulatory compliance with the Americans with Disabilities Act. Understanding the need for, and production workflows of, alternate formats will allow you to integrate them into your regular workflows.



DEFINE THE PROCESS

Traditional Translation Workflow



TECHNOLOGY

Automated Workflows, Computer-Assisted Translation, Transparent Reporting, Custom Solution Development

TECHNOLOGY

- Translation Memory/ CAT Tools
- Automated workflows
- Transparency

ISI'S "GOLD STANDARD"

- Quality
- Efficiency
- Reduced TATs

SAVINGS

- Time
- Productivity
- Cost

MULTILINGUAL OMNI-CHANNEL COMMUNICATION

OVER-THE-PHONE

Ensuring that you have qualified bilingual staff is essential to handling potential member queries, client interactions, as well as vital clinical information. Protect your organization with a qualified testing mechanism to validate the fluency of bilingual staff. As call volumes can vary it is also important to ensure you have a trusted partner to handle call overflow to provide interpretation for languages you may not support internally.

IN-PERSON

In-person interpretation ensures the highest quality communication services available. Trained, professionally qualified, and medically certified when needed. ISI Language Solutions team of onsite interpreters adhere to national standards of practice and professional codes of conduct. ISI Language Solutions' clients are assured of their communications being accurately rendered, with cultural clarification and context provided when needed.

EMAIL

Email communication is now a standard form of communication. ISI Language Solutions is available to set up overflow support for your multilingual customer services team. Turnaround times and processes can be set up to meet your needs.

MULTILINGUAL LIVE CHAT

As its impact on increased sales has become clear, live chat has been incorporated into the customer service channels for many B2C organizations. Multilingual consumers will soon have the same expectation. ISI Language Solutions can help.

WHY WE DO WHAT WE DO

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"My most moving experience was when my best friend's mom needed to come to California to have her thyroid removed, and needed a translator to translate all her medical records. It was so humbling to feel that my language skills could help someone fight cancer."

INES ILLARRAMENDI
Project Manager, Spanish

"Ever since I can remember, I've helped my family translate and interpret. However, as I got older, my mother needed to have surgery for a serious condition and I realized that a lot of terminology was beyond my capacity. This was when I first realized the need for professional translation and interpreting skills."



REBECCA BRAN
Project Manager, Spanish



"I remember traveling on boats, trucks, hiking through muddy mountains together with an international medical team providing medical services to less fortunate communities in my country of El Salvador. Being the link of communication between patients and medical staff made me realize how fortunate I was to understand different languages but most of all, how using this knowledge gave me the opportunity to be of service to many people in need."

ELSA ALVARADO
Project Manager, Spanish

CONTACT US

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