

The Complete Guide to Selecting Your Language Services Provider

PART ONE: On-Demand Phone and Video Interpreting



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Making the Right Decision

For many organizations, investing in a Language Access Program to effectively communicate with the growing and diverse Limited English Proficient (LEP) and Deaf and Hard-of-Hearing populations is an important decision to maximize their organizational goals and objectives.

After all, there are more than 25 million Limited English Proficient and 37 million that are reported to have some hearing loss in the United States today. That's more than 10% of the population.

This guide is intended to help those organizations make the most informed decision when choosing a Language Services Provider (LSP) to deliver on-demand phone and video interpretation services. Future buying guides will address the other language services that comprise a complete language access program such as onsite interpretation, translation and localization, and bilingual and staff interpreter testing and training.

To make the most informed decision, buyer's need to **establish buying criteria** relative to the services being offered, the support that accompanies that service and the reputation of the company that provides it. Defined criteria allow for equivalent comparisons across contending providers and keen insight to their price/value equations. If however, selecting the lowest cost provider is your sole buying criteria then this guide will have little application and value for you.

In addition to establishing criteria, buyers should always **establish the evidence** they will accept to verify that the criteria will be met. This evidence should be as demanding and consistent as possible for each of the providers. After all, it's always a good business rule to trust, but verify.

This guide outlines a framework for establishing applicable criteria in four sections:

- SECTION ONE: Evaluate the Reliability and Stability of the LSP
- SECTION TWO: Evaluate the Quality of the On-Demand Interpreting Services
- SECTION THREE: Evaluate the Support Provided by the LSP
- SECTION FOUR: Evaluate the Technical Capabilities of the LSP

Each section begins with a list of questions and is followed by a discussion of why each question is relevant when making an informed buying decision.



“Without great quality, it doesn’t matter what something costs.”

— Unknown

SECTION ONE:

Criteria to Evaluate the Reliability and Stability of the Language Service Provider

When selecting from the thousands of competing Language Services Providers it is important to understand the breadth, depth, and length of experience of the companies you are considering. Understanding the company's strength will ensure the services are dependable, high quality, and responsible.

These questions will establish the criteria. For each question, ask for proof:

“What evidence can you show me to validate your answers?”

1. What products and services do you provide?
2. How many languages/cultures do you service?
3. Is your service available 24/7/365 across all languages and platforms?
4. How long have you been providing phone and/or video interpretation?
5. How many clients do you service?
What is your overall client retention rate?
6. Do you specialize in any particular vertical(s)?
How many clients do you have in each vertical?
7. What is your three-year interpreting revenue trend for phone and/or video?
8. What is your average daily and annual call volume for each modality?
9. What is your position in the industry compared to other LSPs?

What information should be expected from each question?

1. What products and services do you provide?

Not all organizations need every language service available nor does every LSP provide all services. Best-in-class providers understand the role of each language service, whether they offer them or not, and are able to discuss their applications with potential buyers. The most common language services available include:

- On-demand phone and video interpreting
- Onsite interpreting – by appointment
- Translation and localization
- Language and cultural testing and training



“If I had an hour to solve a problem and my life depended on it, I would use the first 55 minutes determining the proper question to ask, for once I know the proper question, I could solve the problem in less than five minutes.”

—Albert Einstein

2. How many languages/cultures do you service?

The answer to this question reveals the ability to support your organization's current and future language needs. Best-in-class providers are able to handle Spanish, the most commonly requested language, as well as languages of lesser diffusion like Quechua, and Yoruba. Can they support the languages you require?

3. Is your service available 24/7/365 across all languages and platforms?

Best-in-class providers staff the most commonly requested languages 24/7/365. Languages of lesser diffusion have varying schedules.

4. How long have you been providing phone and/or video interpretation?

It's important to understand the length of experience of each provider. LSPs with deep experience have had the opportunity to build stable processes and systems and understand how to manage a quality interpreter workforce in a quickly growing industry.

The on-demand phone interpretation industry was founded as a volunteer service in 1982 by a police officer and former Marine interpreter to overcome the language and cultural barriers that were impeding their impact as they provided services for San Jose, California. Video interpretation is a complement to phone interpreting, offering the benefit of visual cues and became available in the early 2000s. The phone and video interpreting segment has become a growing part of the \$40B language access industry.

5. How many clients do you service?

What is your overall client retention rate?

The number of clients the LSP serves and the length of time that they maintain those relationships is a good indication of their ability to effectively meet their clients' business needs.

6. Do you specialize in any particular vertical(s)?

How many clients do you have in each vertical?

It is important to understand the expertise by vertical for each LSP given that many verticals have specialized vocabulary (i.e. medical, finance), processes, procedures, and business requirements (i.e. laws and regulations). The LSP's experience supporting organizations like yours is critical to your success.

7. What is your three-year interpreting revenue trend for phone and/or video?

A revenue trend over time demonstrates success and sustainability in the marketplace.

8. What is your average daily and annual call volume for each modality?

The volume by calls, combined with speed to access interpreters — which will be discussed later in the guide — provides insight into the LSP's ability to scale operations to consistently meet service level demands.



9. What is your position in the industry compared to other LSP providers?

Common Sense Advisory, a language services provider advisory group for global market leaders, publishes a study each year that ranks by revenue the overall largest LSPs and the largest providers by major product/service type. The ranking is an indication of business health and sustainability.

SECTION TWO:

Criteria to Evaluate the Quality of the On-Demand Interpreting Services

Quality criteria for on-demand interpreting services include:

- Interpreter Quality
- Interpreter Location and Call Routing
- Speed of Delivery-Connect Time to an Interpreter
- Safety and Security of Information and Systems

Interpreter Quality

The quality and professionalism of the interpreter is perhaps the most important determinate for success. In your customer's eyes the interpreter is representing you. The interpretation result directly affects you and your customer.

Professionally qualified interpreters conduct efficient and effective meaning-for-meaning interpretation sessions. They ensure that each session is accurate, culturally appropriate, and progress in a timely manner. Professional interpreters are trained to manage the flow of the call effectively and have the linguistic depth to minimize the need for continuous and costly repetitions that extend session duration. There can be a vast difference in skill between a well-meaning bilingual and a professional interpreter. That difference can have a tremendous impact on your business.

When establishing criteria to determine the interpreter quality for the LSPs you are considering, it is helpful to break the criteria into four sections:

- A. Interpreter Recruiting
- B. Interpreter New Hire Training
- C. Quality Assurance, Monitoring, and Ongoing Development and Support
- D. Procedures and Policies to Ensure Safety and Security of Information



“Quality in a service or product is not what you put into it. It is what the customer gets out of it.”
— Peter Drucker

A. Interpreter Recruiting

These questions will establish the LSP's commitment to sourcing quality candidates. For each question, check for proof by simply asking:

“What *evidence* can you show me to validate your answers?”

1. Are candidates required to pass a language proficiency test prior to being hired?
2. Can you describe the content of the test(s)?
3. How were the test(s) developed?
Have they been validated by third party experts?
4. How are the tests results evaluated?
5. What are the qualifications of the evaluators?
6. Are candidates required to pass background and drug screening tests?
What is included in the background test?
7. What percent of the candidates are offered positions?

What information should be expected from each question?

1. Are candidates required to pass a language proficiency test prior to being hired?

The purpose of this question is to determine if candidates have the required base level of language proficiency to be successful in the training program.

2. Can you describe the content of the test(s)?

Best-in-class LSPs require tests that include skills such as:

- Bi-directional language proficiency from English into the target language and the target language into English
- Ability to understand written language, grammar and syntax in the language
- Industry specific terminology
- Accuracy and completeness (memory retention, note taking, and conversion skills)
- Interpretation protocol
- Customer service skills

3. How were the test(s) developed?

Have they been validated by third party experts?

Best-in-class LSPs typically have their tests validated by third party industry experts to maintain the integrity and effectiveness of the testing and to ensure that the tests measure what they are intended to measure.



4. How are the tests results evaluated?

Best-in-class LSPs score the tests using a combination of electronic and human evaluation by skilled raters. Since language is nuanced and representative of cultural norms it is important to have the language proficiency elements of the tests scored by human evaluators.

5. What are the qualifications for the evaluators?

This question establishes the competency and skill level of the assessor.

6. Are candidates required to pass background and drug screening tests?

What is included in the background test?

Best-in-class LSPs understand that the integrity of the candidate is important given the often sensitive or valuable information and situations that the interpreters are required to handle.

7. What percent of the candidates are offered positions?

This question helps validate how selective and demanding the LSPs are in their pursuit of quality interpreters.

B. Interpreter New Hire Training

These questions will help you understand the LSP's commitment to the quality of the interpreter training. For each question, ask for proof: **"What evidence can you show me to validate your answers?"**

1. What comprises your new hire training program?
2. Is there additional training for video interpreters?
3. What industry specific trainings are interpreters required to master?
What is the content of these modules?
4. Are industry specific modules validated by experts in their fields?
5. How are the training modules delivered?
6. How do you ensure that trainees have mastered the content?
7. How many total hours of training do these modules represent?
Can you break the hours down by modules?
8. What are the qualifications of your trainers and coaches?



“There is only one thing worse than training employees and losing them, and that’s not training them and keeping them.”

— Zig Ziglar

What information should be expected from each question?

1. What comprises your new hire training program?

Best-in-class LSP's new hire training programs instruct the interpreter in:

- The role of the interpreter — neutral, unbiased, impartial
- Interpreter skills
 - Note taking
 - Attentive listening
 - Active memory
- Linguistic cultural challenges
- Confidentiality — interpreter code of ethics
- Specialized vocabulary

2. Is there additional training for video interpreters?

There are additional skills and requirements required to be a successful video interpreter such as:

- Professional appearance – is the video interpreter neatly dressed, professionally groomed, and prepared to take a video call?
- Managing the video experience - does the video interpreter understand where to place themselves within the screen for an optimal experience?
- Managing video privacy requests – does the platform have a video privacy feature and is the interpreter prepared to use it upon request?
- Whiteboard functionality – does the platform have the ability to transcribe short, simple written messages on-screen and is the video interpreter able to type in-language?

3. What industry specific trainings are your interpreters required to master?

What is the content of these modules?

This question validates that interpreters have the industry knowledge and vocabulary to interpret across industries. It is important to work with an LSP that has the industry knowledge you require.

4. Are industry specific modules validated by experts in their fields?

This question helps determine the quality of the content, completeness, and validity of the industry specific training.

5. How are the training modules delivered?

Best-in-class training delivery utilizes a blended approach of both instructor-led and web-based delivery. The inclusion of web-based delivery, when appropriate, increases the effectiveness of the training as the trainee can master the content efficiently and review content areas that may need further study.

6. How do you ensure that trainees have mastered the content?

Best-in-class LSPs test their trainees to ensure mastery of the content and have a well-developed quality assurance process in place.



7. How many total hours of training do these modules represent?

Can you break the hours down by module?

The number of hours of training by itself is not a reliable indication of an outstanding training program. It is merely a gauge on completeness. The critical criteria to evaluate are the quality and completeness of the training program's content and the trainees' ability to demonstrate mastery of that content.

8. What are the qualifications of your trainers and coaches?

The question validates the LSP's commitment to qualified and competent trainers/coaches which is essential to developing a professional interpreter workforce.

C. Quality Assurance, Monitoring and Ongoing Development and Support

Hiring qualified interpreters and training them to deliver accurate interpretation sessions is imperative for success. But it is only the beginning. The quality of the interpreter workforce must be supported through performance management.

These questions will help you understand the LSP's commitment to ongoing interpreter development and excellence. For each question, ask for proof:

“What evidence can you show me to validate your answers?”

1. How often do you monitor calls?
2. What qualifications are required to be a quality assurance monitor?
3. Do you have a client feedback loop for interpreter quality?
4. What remediation processes are in place to ensure quality?
5. Do you supply reference materials to your interpreters?
If yes, please describe the materials.
6. How do you alert your interpreters of important industry or interpreter skill changes?
7. What is your annual investment to maintain a quality interpreter workforce?
8. Do you have liability insurance that covers interpreter errors and omissions?
9. Are your interpreters employees or independent contractors?

What information should be expected from each question?

1. How often do you monitor calls?

This question demonstrates the LSP's commitment to quality assurance.



2. What qualifications are required to be a quality assurance monitor?

This question demonstrates the LSP's commitment to qualified and competent quality assurance monitors who are responsible for evaluating interpreter performance against a set of standards and maintaining a quality, professional, interpreter workforce.

3. Do you have a client feedback loop for interpreter quality?

Best-in-class LSPs strive to meet the needs of their clients. Well defined and managed feedback loops ensure that providers are listening to and satisfying the demands of their clients.

4. What remediation processes are in place to ensure quality?

Best-in-class LSPs have remediation processes in place that include additional training, coaching and monitoring up to dismissal, depending on the type of occurrence and frequency.

5. Do you supply reference materials to your interpreters?

If yes, please describe the materials.

Best-in-class providers work diligently to supply support materials for their interpreter workforces. Typically these materials will include real-time dictionaries of commonly used new words and expressions and processes that are being used within specific verticals.

6. How do you alert your interpreters of important industry or interpreter skill changes?

This question helps to determine how committed the LSP is to relevancy within in the verticals as every business process, regardless of industry, is continually changing.

7. What is your annual investment to maintain a quality interpreter workforce?

Maintaining a quality interpreter workforce requires an annual financial commitment for recruiting, training, and quality assurance.

8. Do you have liability insurance that covers interpreter errors and omissions?

Best-in-class LSPs typically carry insurance that covers errors and omissions, given the often sensitive and critical nature of the information that is being interpreted, to mitigate risks related to interpreting. Coverage should include contingent bodily injury, property damage, and wrongful acts, i.e. the disclosure of confidential information.

9. Are your interpreters employees or independent contractors?

This question is important given that the IRS rules for classifying independent contractors versus employees is very clear. Independent contractors are not eligible for company sponsored training, coaching and monitoring, nor are they required to adhere to strict company work time



scheduling demands. This adds complexity to interpreter scheduling and impacts interpreter availability and connect time. It also places an extra burden on maintaining a quality interpreter workforce.

It is not uncommon for LSPs to staff with a mix of employees and independent contractors. For larger LSPs, independent contractors are commonly used for languages of lesser diffusion. When using independent contractors, the interpreter's length of interpreting experience is a critical qualifying component for the position.

D. Procedures and Policies to Ensure Safety and Security of Information

These questions will help you understand the LSP's commitment to keeping your information safe and secure. For each question, ask for proof: **"What evidence can you show me to validate your answers?"**

1. How do you ensure that the confidential information your interpreters handle is safe and secure?
2. Do you have insurance should an information security breach occur?

What information should be expected from each question?

1. How do you ensure that the confidential information your interpreters handle is safe and secure?

Best-in-class LSPs have strict code of conduct policies which covers the safe and secure handling of client information. Typically this code is supported by various policies and procedures that are regularly monitored for compliance. These policies include things such as background screening and drug tests, clean desks, interpreter system access, interpreter call note-taking, and more.

2. Do you have insurance should an information security breach occur?

Best-in-class LSPs carry comprehensive insurance that covers misuse of personal information and identify theft.

Interpreter Location and Call Routing

Different clients have different needs when selecting an LSP. Some have requirements to utilize U.S. based interpreters, while others believe the safety and security of the information being interpreted is of paramount importance. But, the one need they all have in common is the need for the very best interpretation experience for their employees and the LEP and Deaf and Hard-of-Hearing communities they serve. These questions will help you understand if your specific needs are being met. For each question, ask for proof: **"What evidence can you show me to validate your answers?"**

1. Where are your interpreters located?
2. How are calls routed to the interpreters?

What information should be expected from each question?

1. Where are your interpreters located?

Staffing a strong, professional, highly qualified interpreter workforce to handle large call volumes in hundreds of languages, 24/7, is a complicated yet imperative task for LSPs. There are a variety of interpreter workforce models used throughout the industry to meet the ever-growing demand for language access services. Best-in-class LSPs have the flexibility and capability to support multiple models, with superior quality, based on their clients' business needs. Whether interpreters are based globally or domestically, in secure call centers or one working from home, or traditional brick and mortar call centers, the quality and security of the interpretation session is of paramount importance. Wherever the interpreters are located, understand the level of interpreter training and supervision, to ensure these standards will meet your needs.

2. How are calls routed to the interpreter?

When selecting an LSP it is important to understand how calls are matched with interpreters. Best-in-class LSPs use sophisticated skills-based routing software, versus first available, to process each call to an interpreter who is trained specifically for that event be it a male/female request, a 911 call, medical, legal, financial, etc. The ability to route calls to interpreters with the correct skill set for each client ensures the accuracy and speed of the interpretation session and facilitates the very best call outcome.

Speed of Delivery — Connect Time to an Interpreter

Interpreter connect time is a critical success factor for a quality on-demand interpretation program and an optimal customer experience. These questions will help you understand how each LSP is measuring connect time to the interpreter and their ability to consistently deliver outstanding connect times. For each question, ask for proof: **“What evidence can you show me to validate your answers?”**

1. How many seconds does it take to connect to a phone and video interpreter?
Please describe how you measure the process.
2. What are your annual average call volumes, phone/ video?
How many interpreters do you employ?
3. For video interpretation, what is your video interpreter fill rate?
*(i.e. how many requests are filled by video interpreters, versus an audio default interpreter.)



What information should be expected from each question?

1. How many seconds does it take to connect to a phone and video interpreter?

Please describe how you measure the process.

When evaluating speed to an interpreter it's important to understand how the measurement is being taken. LSPs use various interpreter connect processes – some go direct to an interpreter, some use a call agent to gather data before connecting to an interpreter, some use an IVR to gather that data, and many use a combination of each of these platforms.

2. What are your annual average call volumes, phone/ video?

How many interpreters do you employ?

The ability to consistently handle large call volumes demonstrates a capable infrastructure that can adjust to surges in volume. Additionally, an increase in call volumes can negatively affect speed to answer if the LSP is not properly staffed. Call volumes in combination with speed to answer is also a reliable indication of outstanding performance over time.

3. For video interpretation, what is your video interpreter fill rate?

Most video interpreting platforms have the ability to default to audio if the video interpreter wait time is excessive, or no video interpreter is available at all. It is important to understand how often the video interpretation request is filled with a video rather than audio interpreter, to ensure you will be able to receive the service you desired.

Safety and Security of Information and Systems

These questions will help you understand the LSP's commitment to ensuring that your sensitive client information remains secure and confidential. For each question, ask for proof: **“What evidence can you show me to validate your answers?”**

1. What policies and procedures do you have in place to protect the safety and security of the information that your interpreters handle?
How do you ensure that interpreters follow these procedures?
2. What happens in the event that an interpreter breaches the security of the information?
3. Has your institution participated in client security and operational audits?
If yes, how many? What were the outcomes of these audits?

What information should be expected from each question?

1. **What policies and procedures do you have in place to protect the safety and security of the information that your interpreters handle? How do you ensure that interpreters follow these procedures?**

Whether in a call center with hundreds of interpreters or a secure “center of one” working from home, best-in-class LSPs go to great lengths to ensure that the privileged and confidential information shared during interpretation sessions remains safe and secure.

2. **What happens in the event that an interpreter breaches the security of the information?**

Best-in-class LSPs have policies in place to manage breaches of conduct, and carry insurance to cover security breaches.

3. **Has your institution participated in client security and operational audits? If yes, how many? What were the outcomes of these audits?**

Client security and operational audits are typically requested by the largest clients whose risk management requirements are strict. Passing these very stringent audits is an indication of the strength and effectiveness of the LSP’s security policies and procedures.

SECTION THREE:

Criteria to Evaluate the Support Provided by the Language Services Provider

Client support is as essential to the success of your on-demand interpretation solution as the service itself. Simply purchasing the service is only one step. Monitoring and optimizing the service is the next.

A. Optimizing Your Interpretation Solution

It is important to understand that your interpretation solution is dynamic. A one-and-done implementation will not maximize the benefits of your investment. New staff will need to be trained, and equipment and staff reference materials will need to be reevaluated and augmented or replaced.

Best-in-class LSPs typically have well documented implementation processes that can be shared with clients for continuous self-implementation which are supported by their Account Executives and client support staff. These questions will help you understand the LSP’s commitment to client support. For each question ask for proof: **“What evidence can you show me to validate your answers?”**



“True genius resides in the capacity for evaluation of uncertain, hazardous, and conflicting information.”

— Winston Churchill

1. What implementation support do you provide with the service?
Is there an additional charge to roll out the service?
2. What client and staff implementation support materials do you provide?
Is there an additional charge for these materials?

What information should be expected from each question?

1. **What implementation support do you provide with the service?**
Is there an additional charge to roll out the service?

Best-in-class LSPs typically provide onsite implementations for large installations. Quality implementations include:

- An organizational walk through to determine equipment and technical needs
- Equipment delivery and installation
- Staff training on how to use the equipment to access the service
- Staff training on how to effectively work with an interpreter
- Staff training on compliance with language access mandates

For smaller implementations, best-in-class providers deliver thorough self help and training materials for clients to utilize at their convenience, often with the support of the client's LSP Account Executive.

2. **What client and staff implementation support materials do you provide?**

Is there an additional charge for these materials?

Best-in-class LSPs provide client support materials to facilitate access to language services and support the initial encounter with LEP clients. Best-in-class LSPs provide in-language signage for your facilities that promote the availability of interpretation services in top languages. This directly supports compliance with language access laws, and is at the heart of improved customer experience for LEP persons. Additionally, best-in-class LSPs offer support materials that improve staff efficiency and the customer experience. These include a variety of tools to identify the language a person speaks, and can be used for phone or for face-to-face situations. Equally important are readily accessible reference guides for staff workstations, that provide them with easy to understand instructions on how to access an interpreter.

B. Administrative Support

These questions will help you understand the LSP's commitment to supporting the optimization of your on-demand language access solution(s). For each question ask for proof: **"What evidence can you show me to validate your answers?"**



1. What reporting do you have available to track usage and billing of the service?
2. Are you able to support compliance requirements for language services?
3. What overall support do you provide to answer day-to-day questions and provide guidance?

What information should be expected from each question?

1. What reporting do you have available to track usage and billing of the service?

Best-in-class LSPs have robust reporting capabilities that can provide data on the languages interpreted and minutes of usage. This information not only validates correct billing but also provides insight so you can manage your language access needs efficiently. For example, the growing frequency of a language may lead you to a decision to test your bilingual staff to determine if they can meet the language needs of an emerging population.

2. Are you able to support compliance requirements for language services?

Best-in-class LSPs offer accurate interpreter training records to verify the quality of interpreters used. They also provide attestation to demonstrate interpreters' skills.

3. What overall support do you provide to answer day-to-day questions and provide guidance?

Best-in-class LSPs have multiple doors for client support. These can include assigned account teams for ongoing account management, client portals for easy and fast access to your information and well defined feedback processes.

SECTION FOUR:

Criteria to Evaluate the Technical Capabilities of the Language Services Provider

In today's fast paced, ever evolving world of technology it is important for LSPs to constantly be evaluating new technical solutions to improve the speed, quality and variety of language access solutions they provide. After all, those who remain complacent are simply left behind. It is also important that any new technical upgrade or solution, while most likely complex, remain easy to use for the client, LEP, and Deaf and Hard-of-Hearing communities.



“Extraordinary claims require extraordinary evidence.”

— Carl Sagan

Those questions will establish the criteria to determine the technical health of the LSPs you are considering. For each question ask for proof: **“What evidence can you show me to validate your answers?”**

1. What technologies have you deployed to facilitate language access? When were they deployed?
2. What is your system availability rate?
3. What is your percentage of dropped calls?
4. What is your service issue resolution time?
5. How do you guarantee the safety of the information within the system?
6. What methods are available for accessing interpreters?
7. Do your interpreting modalities require specialized equipment?
8. What is the bandwidth capability of your video interpreting service?
9. Do you have a business continuity plan? Am I able to review it?
10. What safety and security certifications does your organization currently hold?

What information should be expected from each question?

1. What technologies have you deployed to facilitate language access? When were they deployed?

Best-in-class LSPs continuously scan the technical landscape searching for opportunities to improve service delivery especially given the explosion in demand for language access services. LSPs who have not made technical upgrades are relying on old technologies that are susceptible to slow connect times due to increasing call volumes. And, antiquated security protocols are not able to easily support integrated language access programs in a mobile society.

2. What is your system availability rate?

Access to the LSP's service platform is a key determinant for reliable language access. Best-in-class providers typically deliver no less than 99.99% uptime, and can prove it.

3. What is your percentage of dropped calls?

The percentage of dropped calls is an indication of the reliability and stability of the LSP's platform. Ask for this measurement over a time period that covers at least six months.



“Once a new technology rolls over you, if you’re not part of the streamroller, you’re part of the road.”

— Stewart Brand

4. What is your service issue resolution time?

When service issues do occur it is important to understand the elapsed time to resolution. A brief elapsed time indicates a well-designed mitigation process. Again, ask for this measurement over a period of time that covers no less than six months.

5. How do you guarantee the safety of the information within the system?

Every organization has a responsibility to protect the information of the clients it serves. Introducing third party on-demand interpreters via phone or video to facilitate client conversations improves understanding but also adds a layer of potential risk through telecommunication systems or any recorded data. There are serious consequences for organizations inadvertently exposing their client's personal health information, personally identifiable information, trade secrets, or more. Best-in-class LSPs have encryption technology and processes in place to prevent and mitigate any breach of security. It's critical you understand the level of security of the LSP's network and communication infrastructure.

6. What methods are available for accessing interpreters?

Best-in-class LSPs have a variety of options available for accessing interpreters so their clients business needs can be met. These options include generic or custom IVRs, call agents and direct to interpreter applications. When thinking about your preferred method for accessing interpreters please balance carefully the need for speed to the interpreter with the need to collect business data such as billing information.

7. Do your interpreting modalities require specialized equipment?

Although clients can access interpreters through their standard telephone equipment, LSPs typically have customized dual handset phones available. These phones come preprogrammed with account information to minimize the time required for data entry and allow for privacy and convenience.

There are a variety of models of video interpreting equipment in the marketplace. Some providers require specialized equipment while others are compatible with standard operating systems so the client's equipment can be used.

8. What is the bandwidth capability of your video interpreting service?

As the video interpreting technology begins to mature, fixed bandwidths are being replaced by variable bandwidths which automatically adjust video quality for the available bandwidth, with the ability to roll over to audio should available bandwidth become unacceptable during the call.

9. Do you have a business continuity plan? Am I able to review it?

Best-in-class LSPs have robust business continuity plans that describe in detail redundancy, resiliency and security. They review and test the plan regularly to ensure all team members know their roles and responsibilities during any serious event.

10. What safety and security certifications does your organization currently hold?

Best-in-class LSPs typically hold several certifications that attest to the safety and security of their systems and information. Some of the most common certifications include:

- ISO 9000
- U.S. - E.U. Safe Harbor Certification and Privacy of Personal Data
- COSO 2013 framework for SOX Compliance



NOTES:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

About LanguageLine Solutions®

LanguageLine Solutions is the global leader in innovative language access solutions for more than 34 years. Our latest innovation, OlympusSM, is an award-winning cloud-based language access platform that is redefining on-demand language delivery. We provide the highest quality phone, InSightSM video, and onsite interpreting, translation and localization, as well as bilingual staff and interpreter testing and training. Trusted by more than 25,000 clients to enable communication in any situation with the growing limited English proficient and the Deaf and Hard-of-Hearing populations, we deliver the industry's fastest and most dependable access to highly trained and professional linguists in more than 240 languages, 24/7/365. LanguageLine Solutions facilitates more than 30,000,000 phone, video, and onsite interactions each year; a new connection every second.