

Capabilities Statement

Core Offerings



Over-the-Phone Interpreting (OPI)

Dial a dedicated number, use voice recognition to select a language and connect directly with an interpreter. Access on demand 24/7/365.



Document Translation and Localization

Fast and accurate translation and localization services for documents and digital content via our secure portal. Convert web content with our website localization and internationalization services to support your global marketing efforts.



Video Remote Interpreting (VRI)

Connect to an interpreter by video with Propio ONE available via web or mobile app for any phone, tablet, or computer. Invite additional parties to join at the touch of a button at no additional cost. Access on demand 24/7/365.



In-person Interpreting

Our interpreters will come directly to your location. Available in select markets.

Differentiators

- Quality** – Propio's interpreters average 8 years' professional experience. Only 20% of interpreter applicants make it through our screening process. We perform ongoing quality checks through monthly call audits, client call ratings, and continuing education.
- Capacity** – Propio services over 200 million remote interpreting minutes annually and over 52,000+ calls per day. We partner with 12,000+ interpreters representing 350+ languages.
- Response Time** – Average connect time for OPI – 10 seconds for Spanish, 23 seconds for all other languages. Document translations can often be turned around in 48 hours or less. In-person can be scheduled same day.
- Price** – We are the low-cost provider, averaging 30% cost savings over our competitors. No account activation, implementation, training, or management fees. Free third-party conference calling and unlimited devices can use each Propio ONE user code.
- Compliance** – Our interpreters understand and abide by industry-recognized standards for interpreter ethics and HIPAA, FERPA, and GLBA requirements.
- Client Satisfaction** – Clients are highly satisfied with the speed, quality, and character of our interpreters. We have a NPS of 70% (industry average is 50%). We regularly review key performance metrics with clients.
- Implementation** – Our implementation is fast, flexible, and easy. Accounts are setup and go-live within 24 hours, plus ongoing white glove support from our experienced implementation specialists.
- Ease of Access** – Reach an interpreter from any phone, tablet or device. Dial a dedicated number for a phone interpreter, or make an audio only or video call with Propio ONE, available in the Apple App Store, Google Play Store, or any web browser.

Partial List of Clients

