



70%
NPS Score

20 points above the industry average

300+
Languages

Interpretation Services

200+
Languages

Translation Services

Language Solutions with Propio

**Propio helps make communication simple,
no matter the language.**

With services designed to connect people across cultures, we focus on delivering clear and accurate messages that feel natural in any language. From everyday interactions to more complex needs, we're here to help you communicate effectively and confidently.



propio.com

Interpretation

20,000+
Interpreters

75,000
Calls per day

24 hours
Implementation Time

Phone Interpretation

Propio's phone interpretation services connect you with professional interpreters in over 300 languages, available 24/7. Our interpreters handle conversations of all kinds, helping keep communication clear and effective. These services are widely used in call centers, healthcare, and legal offices, providing reliable language support whenever it's needed.

Key Features



Fast Connection Times

Connect to an interpreter in just a matter of seconds, minimizing delays and keeping conversations on track.



Unique Direct Inward Dialing (DID)

Dedicated phone numbers with local area codes allow direct access for specific teams, departments, or locations, simplifying the process.



Customizable Menu Options

Set up menu items to highlight top-requested languages, making it easy for users to select the service they need.



Video Interpretation

Propio's video interpretation services provide on-demand access to professional interpreters through a secure, high-quality video platform. With support for over 300 languages, including ASL, this service makes face-to-face communication possible in remote or virtual settings. Video interpretation is a popular choice for healthcare providers, legal professionals, and educational institutions, where visual context helps with interactions.

Key Features



Multi-Party Compatibility

Easily include multiple participants in a video session, helpful for group discussions or complex cases.



Flexible Accessibility

Accessible across a range of devices, including desktops, tablets, and smartphones, to support users from anywhere.



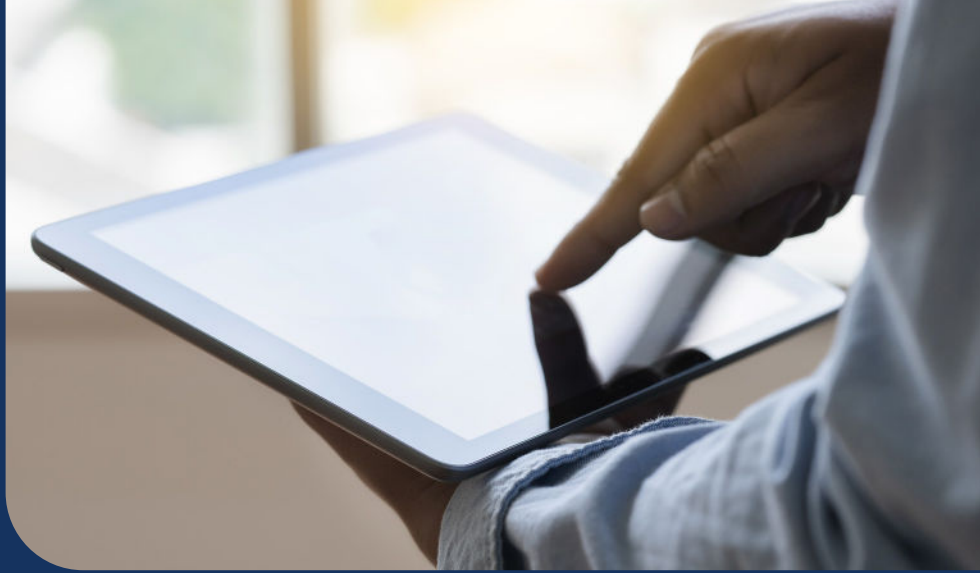
Integration with Platforms

Compatible with telehealth and EHR systems, allowing users to request interpreters directly from their existing tools.



In-Person Interpretation

Propio's in-person interpretation services bring professional interpreters on-site to support real-time conversations. Often used for medical visits, court hearings, parent-teacher meetings, and business discussions, this service provides clear communication where physical presence and non-verbal cues matter. Propio will schedule an interpreter that matches your language needs and expertise requirements, offering flexibility for single appointments or recurring sessions.



Propio **ONE** brings all of Propio's interpretation services—phone, video, and in-person—into one easy-to-use platform.

Available 24/7, the app allows you to quickly connect with professional interpreters in over **300 languages** for phone and video sessions, streamlining access to language support whenever it's needed.

Key Benefits Include:



Instant Connection

Bring an interpreter into active calls or virtual meetings with a single click, streamlining the process for real-time communication.



Broad Compatibility

Integrates directly into telehealth systems, video conferencing tools, and phone platforms for seamless use.



Group-Friendly Features

Accommodates multiple participants in the same session, making it ideal for scenarios like medical consultations involving patients, providers, and family members.



Privacy-Focused Design

Built with encryption and security protocols to safeguard sensitive interactions and meet industry compliance standards like HIPAA.



Propio Link makes it simple to bring professional interpreters into your existing platforms.

With just one click, you can add an interpreter to telehealth appointments, virtual meetings, or phone calls without interrupting the flow of conversation. For example, during a telehealth session, a doctor can seamlessly bring an interpreter into the call directly through the telehealth platform, allowing the patient to communicate in their preferred language without needing separate software or steps.

Key Benefits Include:



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workforce OS

Workforce OS is Propio's centralized system for managing interpreter services, combining scheduling, communication, and performance tracking in one platform.

It simplifies the coordination of on-site programs and remote services, such as video and phone interpretation, providing an efficient solution for handling language support across different formats.

Key Benefits Include:



Scheduling Management

Simplifies the process of booking interpreters for on-site appointments and remote sessions.



Real-Time Communication

Enables quick updates or changes between coordinators and interpreters to handle last-minute needs.



Performance Tracking

Provides detailed insights into interpreter performance through metrics, audits, and client feedback.



HIPAA-Compliant Design

Protects sensitive data and ensures compliance with privacy regulations.



Resource Optimization

Helps allocate interpreters effectively to reduce gaps in coverage and improve efficiency.



propio ANALYTICS

Propio Analytics provides real-time insights into the performance and usage of interpretation services.

This platform offers customizable reporting tools that allow organizations to track key metrics, monitor trends, and identify opportunities for improvement. It provides detailed data that helps organizations improve interpretation programs and make the most of their resources.

Key Features Include:



Customizable Reports

Get reports tailored to your specific needs, including metrics on usage by language, service type, or location.



Real-Time Data

Stay informed with up-to-date insights on interpretation minutes, connection times, and satisfaction ratings.



Performance Monitoring

Keep sensitive information protected with a HIPAA-compliant platform.



Export Options

Download and share reports in multiple formats, such as Excel or PDF, for further analysis.

Interpreter Qualifications:

Professional Experience

Interpreters have a minimum of one year of professional interpreting experience, with an average of eight years across the team.

Training Requirements

All interpreters complete at least 40 hours of interpreter training or equivalent coursework.

Language Proficiency

Candidates must pass a language proficiency test with a score of 3 or higher on the U.S. Government's Interagency Language Roundtable (ILR) scale.

Industry Knowledge

Interpreters complete a 150-question industry-specific terminology assessment, requiring a 90% passing score.

Mock Interpreting Sessions

Skills are evaluated through mock interpreting scenarios to assess proficiency in real-world applications.

ASL Certification

American Sign Language interpreters are ASLTA, NIC, or RID/CDI certified.

Security Screening

Background checks and security screenings are conducted to meet compliance standards.

Ongoing Training and Coaching

Interpreters participate in monthly quality workshops, call audits, and continuing education to maintain and improve their skills.

Faster and Higher Quality Interpretation Services in Action

Background

A healthcare organization with 4 hospitals and over 80 clinics required dependable interpretation services to support patient care and staff communication. They relied on over 9 million minutes of remote interpretation annually, spanning more than 300 carts and 1,600 phones.



Challenge

The client faced slow connection times and inconsistent service quality with their previous vendor. They needed a partner who could provide faster access to interpreters, improve service reliability, and enhance patient and provider satisfaction—all while ensuring a smooth transition without interruptions.



Solution

Propio implemented interpretation services within just 7 days, reducing interpreter connection times to just a few seconds. The approach included setting up streamlined workflows and providing support for both remote and on-site interpretation needs. Propio also worked closely with the client to integrate services seamlessly into their existing systems.



Results

The transition was completed without any interruptions to patient or staff workflows. **The client reported faster, more reliable access to interpreters, saving over \$2 million annually on language services.** With an average call satisfaction score of 4.62 out of 5, the organization saw improved outcomes for both patients and providers.



Translation and Localization

Propio's translation and localization services make it simple to adapt your content into over 200 languages.

With a focus on accuracy, cultural context, and relevance, every project is crafted to resonate with its intended audience while meeting the highest standards.

Our Translation and Localization Process

Propio's translation and localization process is built to deliver accurate, culturally relevant results every time.



1. Project Assessment: We begin by analyzing your content to understand its purpose, audience, and technical requirements.



2. Translation: A professional linguist translates the content, focusing on accuracy and maintaining the original intent.



3. Editing and Review: A second linguist reviews the translation to refine tone, phrasing, and cultural alignment.



4. Localization: Content is adapted to meet cultural and regional nuances, such as idioms, measurements, or formatting preferences.



5. Quality Assurance: A final review is conducted to verify accuracy, style, and cultural relevance before delivery.

Our translation and localization solutions include:

Document Translation

Accurate translation of written documents by professional linguists, preserving meaning and context across over 200 languages.

Commonly used for: Legal contracts, employee handbooks, user manuals, and marketing brochures.

App and Software Localization

Translation and adaptation of apps and software to align with the language, culture, and preferences of international users.

Commonly used for: Mobile apps, enterprise software, and gaming platforms.

Content Moderation

Review and management of multilingual content to meet platform policies, cultural sensitivities, and legal standards.

Commonly used for: Social media posts, user reviews, and website content.

E-Learning Translation

Conversion of training materials and online learning courses into different languages while maintaining accuracy and effectiveness.

Commonly used for: Employee training modules, educational videos, and compliance courses.

Multilingual Desktop Publishing

Translation and reformatting of materials to match the original design and layout for a polished, professional appearance.

Commonly used for: Product catalogs, flyers, technical manuals, and magazines.

Multilingual Marketing Localization

Adapting marketing content to resonate with specific cultural audiences while maintaining the brand's voice and intent.

Commonly used for: Digital ads, email campaigns, social media posts, and video ads.

Multimedia Localization

Transforming video, audio, and visual content into other languages and cultures using voiceovers, subtitles, and more.

Commonly used for: Corporate training videos, promotional materials, and multimedia presentations.

Multilingual Text-to-Speech

Automated voice solutions that convert written content into audio in various languages, tailored for professional use.

Commonly used for: Audiobooks, customer support systems, and instructional content.

Website Localization

Adjusting websites to suit the language, cultural norms, and legal requirements of global audiences while maintaining functionality.

Commonly used for: Corporate websites, e-commerce stores, and self-service portals.

Alternative Formats

Creating accessible materials for individuals with disabilities or limited English proficiency to address communication needs.

Commonly used for: Braille, large print, audio descriptions, and compliance materials.

Rapid Response Translations

When timelines are tight, our Rapid Response service is a specialized solution for handling urgent translation and localization needs. It's designed to prioritize fast delivery while maintaining accuracy and quality, even for large or complex projects.

How it Works



Accelerated workflows to meet pressing deadlines.



Dedicated resources for quick and efficient completion.



24/7 availability for immediate requests.

Machine translation

Machine translation offers a fast, cost-effective way to translate large volumes of content.

Using advanced technology, it provides immediate results, which can be tailored with human editing for accuracy and context when needed.

How it Works



Quickly processes high-volume content.



Options for light or full post-editing by professional linguists.



Best suited for non-sensitive materials or projects with tight deadlines.

SyncAPL Document Processing

SyncAPL automates the creation, translation, and delivery of multilingual and accessible communications.

By integrating directly with your systems, it processes documents in over 120 languages or accessible formats, such as large print, braille, and audio, using customizable templates.

Example Use Cases:

Healthcare: Translating patient communications to meet Medicaid requirements.

Finance: Generating multilingual loan and insurance documents.

Government: Delivering public notices in accessible formats.

Education: Translating reports and notifications for diverse audiences.

MT Claims Translations

Propio's MT Claims Service simplifies multilingual claims processing through a combination of automation and expert oversight.

From handwritten forms to structured data, claims are accurately translated and processed with efficiency and security.

How it Works



Claims are received in different file formats and languages.



Optical Character Recognition (OCR) is used to digitize the content.



Neural Machine Translation (NMT) translates the digitized text.



Key details, such as dates, services, and costs, are extracted.



Human linguists review and validate translations for accuracy and context.



The final documents are formatted and delivered, ready for use.

Use Cases

- Translating international claims for reimbursement.
- Processing multilingual handwritten or scanned claims.
- Automating claim submissions with real-time API integration.



How a Global Pharmaceutical Company Processed 6,000 Documents with Scalable Translation

Background

A global consulting company needed a language partner to support their pharmacovigilance service with translations and post-editing across various data formats. They required a scalable solution to handle fluctuating data volumes while meeting strict regulatory and quality standards.



Challenge

The company's in-house machine translation required human linguists to refine outputs to meet compliance requirements. They also needed custom workflows to integrate securely with their systems and enable seamless collaboration across partners.



Solution

Propio created a tailored solution to meet their needs:

- **Developed custom workflows** emphasizing human post-editing for accuracy.
- Integrated securely with the company's systems.
- **Provided 24/7 support for urgent needs.**
- Scaled dynamically to handle fluctuating volumes.
- **Onboarded 100 linguists across 62 language pairs within 4 weeks.**



Results

Propio's solution delivered significant results:

- Supported translations in **35+ language combinations.**
- Processed nearly **6,000 documents and over 8.1 million words.**
- Maintained an average **turnaround time of 24 hours.**



Commitment to Security and Quality

Propio's services are built on a foundation of strong security protocols and industry standards.

Our certifications and compliance measures are in place to protect sensitive information, maintain quality, and support the unique needs of industries like healthcare, education, and finance.

Our certifications and compliance standards include:

HITRUST Certified: A certification framework that incorporates comprehensive security and privacy controls to protect sensitive data and meet stringent compliance requirements.

ISO 9001: An international standard for quality management systems, focusing on consistent processes and reliable service delivery.

ISO 27001: An information security standard that specifies requirements for establishing, implementing, and managing secure systems to protect against unauthorized access and breaches.

ISO 17100: A standard specifically for translation services, outlining requirements for processes, resources, and quality assurance to achieve accurate and professional translations.

ISO 17001: A framework for managing compliance-related processes and maintaining accountability across organizational operations.

HIPAA Compliant: Adheres to U.S. federal regulations governing the secure and private handling of healthcare-related data.

FERPA Compliant: Ensures educational institutions comply with federal guidelines to safeguard student information and maintain privacy.

GLBA Compliant: Addresses the protection of consumer financial information through established safeguards to prevent unauthorized access or disclosure.



Why Partner with Propio?

Experience You Can Rely On: With nearly 30 years of experience, Propio has developed deep expertise in delivering language solutions that meet complex requirements across industries.

Comprehensive Language Coverage: Offering interpretation in over 300 languages and translation in over 200 languages, Propio is equipped to handle diverse communication needs, no matter the audience.

Proven Scalability: Propio adapts to fluctuating demands, seamlessly managing projects of any size, from urgent translation requests to large-scale interpretation services.

Innovative Technology Solutions: Tools like Propio ONE, Propio Link, and SyncAPL provide clients with easy-to-use platforms that integrate into existing systems, simplifying access to language support.

Commitment to Security and Compliance: Propio's certifications, including HITRUST, ISO standards, HIPAA, FERPA, and GLBA, ensure data is handled with the utmost care and compliance.



Propio is here to simplify multilingual communication—get started today.