



Your all-in-one language solutions provider



Core Offerings



Over-the-Phone Interpreting (OPI)

Dial a dedicated number, use voice recognition to select a language, and connect directly with more than 12,000 professional interpreters in over 300 languages. *Access on demand 24/7/365.*



Document Translation and Localization

Fast and accurate translation and localization services for documents, apps, software, multimedia, content moderation, e-learning, desktop publishing, multilingual marketing, website, alternative formats, and more via our secure portal.



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. Features multi-party compatibility and integration with existing EHR or video platform. *Access on demand 24/7/365.*



In-person Interpreting

Our interpreters will come directly to your location. Used for medical visits, court hearings, parent-teacher meetings, and business discussions, this service can be scheduled for single or recurring sessions. *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 400 million remote interpreting minutes annually and over 100,000+ calls per day. We partner with 20,000+ interpreters representing 300+ languages.

Response Time – Average connect time for OPI is 8 seconds for Spanish, 14 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. And Propio’s certifications, including HITRUST and ISO, ensure data is handled with the utmost care and compliance.

Client Satisfaction – Clients are highly satisfied with the speed, quality, and character of our interpreters. We have a NPS of 70% (20% above industry average). 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



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