



Your all-in-one language solutions provider

Capabilities Statement

Propio is a premier language solutions partner that provides a full suite of language services—including video, phone, and on-site interpretation, as well as translation and localization for a range of industries, including healthcare, education, legal, and financial. Propio connects clients to our network of top-tier linguists who represent more than 300 languages. And the company now has more than 10,000 clients worldwide, including 10 of the nation's top 10 health insurance companies.



Propio delivers the best overall value in the industry.



Significant Cost Savings

The average client saves over **30%** on annual language service expenses when switching to Propio.



Vendor Consolidation

Reduce complexity and streamline communication through working with one vendor partner.



Seamless Implementation

Our process ensures a predictable, stress free, successful deployment.

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.*



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.*



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.



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.*



Ranked #5 on the
Slator Language
Service Provider Index

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2 Million Dollars Of Annual Savings Implemented in 7 Days

- 4 Hospitals and >80 Clinics
- >300 carts and 1,600 phones being utilized for interpretation
- >9,000,000 minutes of remote interpreting annually
- Switched to Propio from Language Line in the Summer of 2022

— Client's Objectives

- Reduce Language Services expenses at least 20%
- Enhance access to Language Services & patient care
- Enhance patient & provider satisfaction
- Zero patient or staff interruption

— Propio's Plan

- Careful planning with the client's operations team
- Order all equipment well in advance and coordinate delivery closely with the client's facilities team
- A team of Propio staff spent a week on-site strategically:
 - Replacing old technology with newer, state-of-the-art versions
 - Placing signs, upgrading badges, and providing written instructions to increase awareness for language services

→ Key Results:

- >\$2,000,000 annual savings on language services
- Improved connect time to an interpreter to 8 seconds
- Average client call rating : 4.62 (on a s scale of 1 – 5)



We found Propio to be superior to the vendor we were previously using. Their pricing was in-line, and the feedback from our clinics has been very positive. Overall, Propio has been a very customer-centric company for us, and a pleasure to work with.

HealthLinc | John Gilbert / Assistant COO

