

Translation Frequently Asked Questions

1. How can I sign up to access your Translation Portal, Vu?

Requesting access to our Vu, TMS Portal is easy! To start submitting translation requests you will need to first reach out via the FMCTranslations@propio.com alias and request access to Vu. Please provide your location, address, email and phone number.

2. How much will my translation cost?

Translation costs depend on several factors such as language pair, size, complexity and more. Global Language Partnership with Fresenius Medical Care allows for reduced pricing and rates for each translation request. Translation quotes can be requested 24/7/365 on our Vu Translation Portal.

3. How long will it take to complete my translation project?

The turnaround time for translation projects can depend on several factors including size of the project, word count, services requested and more. Each quote from Propio will provide an estimated completion time based on your project's scope and requirements.

4. How do I utilize your Machine Translation solution?

To learn more about our Machine Translation (MT) solutions and select the best service for your specific content and requirements, please reach out to your dedicated FMC Account Team at FMCTranslations@propio.com to learn more.

5. How do you ensure data security with our content?

Propio has strict security protocols in place to ensure data and information security through our compliance with HITRUST, HIPAA, GDPR, ITAR, FedRAMP, PCI, SOC. Propio also adheres to international standards for quality and has achieved ISO certifications for ISO 27001, ISO 17100, ISO 13485, and ISO 9001.

6. Do you have a customer support team available to assist with questions or issues?

Yes! We have a dedicated FMC Translation Support team available at FMCTranslations@propio.com. Please reach out anytime to learn more, schedule a demo, and get started on your translations today.

7. What is the difference between translation and interpretation?

Translation involves transferring written content from one language to another while interpretation involves conveying the spoken content. Both services at Propio require different skill sets and approaches due to their distinct modes of communication and extensive list of qualifications that Propio requires.