



## 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**





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### 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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