

# Lionbridge Telephonic Interpretation

## Language support when and where you need it

Telephonic interpretation from the world's leading language service company

### SOLUTION HIGHLIGHTS

- + Business and customer service
- + Insurance
- + Finance
- + Healthcare
- + Federal, state and local government
- + Court and legal proceedings

### FAST FACTS

- + **Founded:** 1996
- + **Headquarters:** Waltham, Mass.
- + **Employees:** 4,600
- + **Locations:** 26 countries, including operating centers in India, China, and Eastern Europe
- + **Revenue:** \$427.9 million (2011)
- + **NASDAQ:** LIOX

In today's global environment, businesses and government depend on language interpretation services to meet the needs of non-English speaking customers and constituents. For companies, effective interpretation opens the door to new markets and new customers. For government, interpretation ensures equal access for all, regardless of language. And in the healthcare arena, the availability of a qualified interpreter can mean the difference between life and death.

When you need language support in seconds, Lionbridge telephonic interpretation is your cost-effective, high-quality solution. Lionbridge provides qualified, tested and trained telephonic interpreters in over 300 languages on a scheduled and on-demand basis. Our pool of thousands of U.S.-based interpreters is available 24 hours a day, 7 days a week, every day of the year. And if your over-the-phone requirements turn into an in-person assignment, Lionbridge has qualified on-site interpreters nationwide to fulfill your request.

### A FOCUS ON CUSTOMER NEEDS

Lionbridge's interpretation service managers specialize in meeting your specific requirements, whether you're reaching out to international customers or serving the needs of local individuals with limited English skills. From hard-to-find languages, to subject matter expertise, to security clearances, your Lionbridge program manager will tailor a program that helps you achieve your communication goals.

At Lionbridge, we've put together the right technology to provide you with quick, reliable connections from any phone. And as a Lionbridge customer, you will have online access to a variety of reports to help you monitor usage, manage your interpretation budget, and plan for future needs.

## THE INTERPRETATION EXPERTS

Lionbridge has provided telephonic interpreters for over a quarter of a century. Here's what sets Lionbridge telephonic interpretation apart from the rest:

- + The industry's most rigorous testing, covering language ability, interpretation skills, and specific terminology
- + Required ethics and protocol testing for all interpreters, in line with industry standards
- + Comprehensive training to prepare interpreters for all types of assignments
- + Regular performance evaluation based on actual work and customer feedback
- + Experienced, professional, working interpreters, not just names on a list
- + Telephonic interpretation supplemented by on-site availability to meet your changing needs

## WHY LIONBRIDGE?

Lionbridge interpreters support customer interaction in all industries, from call centers to healthcare to government and the courts. Our programs for testing, training, and evaluating interpreter performance have paved the way for 25 years of proven success. When you choose Lionbridge, you can be sure you will receive an experienced professional interpreter – for any industry, in any language.

Lionbridge is your global language partner, providing a comprehensive range of language and globalization services: telephonic and on-site interpretation, translation and localization, technical writing, testing and e-learning development. Our global footprint includes offices in 26 countries and a customer base of the world's most influential and forward-thinking companies. As a publicly traded company (NASDAQ: LIOX), we offer financial stability and best practices, as well as proven program management methodologies.

## LIONBRIDGE IN ACTION

### COMMERCIAL

- + **Pharmaceutical industry:** Interpreted for high-level Asian market product rollout in Japan.
- + **Life sciences:** Provided a team of Russian interpreters for research conferences in many locations, including Istanbul, St. Petersburg, and Kiev.
- + **Major Maryland hospital system:** Provided 24/7 on-demand telephonic interpretation in hundreds of languages to meet the needs of patients throughout the system.
- + **System of statewide care facilities:** Provided in-person interpreters in a wide range of languages for patients in resident and rehabilitation facilities. Over 1400 on-site interpreters in 2010.

### FEDERAL AND STATE

- + **Federal law enforcement:** Recruited and qualified a team of Khmer linguists with two weeks' notice to fill an urgent requirement for a Title III investigation.
- + **State government:** Provided ongoing, round-the-clock interpretation for juvenile detention services with less than 24 hours' notice.
- + **Federal government:** Provided interpretation and language monitoring in over one hundred languages to support Federal asylum interviews.

## GET STARTED

Contact us at  
Toll Free: (800) 423-6756  
Fax: (301) 495-1505  
Email: [wasinterpretations@lionbridge.com](mailto:wasinterpretations@lionbridge.com)  
Web: [www.lionbridge.com/](http://www.lionbridge.com/)