propio
Product Family

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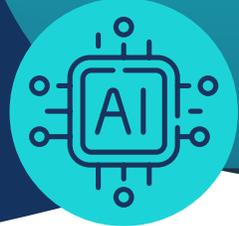
prOpio agent

## A secure, real-time, voice-to-voice interpretation assistant *that uses your* interpreter memory

Propio Agent draws from the power of artificial intelligence (AI) and large language models to deliver a secure, real-time, voice-to-voice interpretation assistant ready to help whenever a human interpreter isn't available.

Customized for you

Propio Agent is built for portability and serves as an enterprise-wide solution. It is designed to be flexible so that it supports everyone from contact center agents to care providers in the field and naturally interact with that client's users.

- **Continuously learns** and expands vocabulary and knowledge

- Can be configured into **any call flow**

- Uses proprietary **client vocabulary**

- Currently available in **50+ Languages**

- All PHI is **secure and confidential**

- Interpreter Memory **quality is continuously checked**

- Incorporates **hundreds of thousands** of interpretation recorded minutes
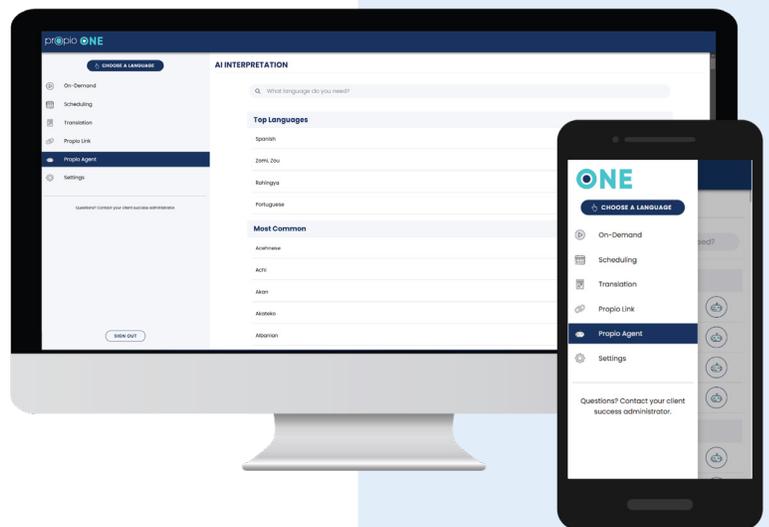
Human-in-the-Loop Intervention

Propio's 20,000+ human interpreters are able to join the call whenever necessary.
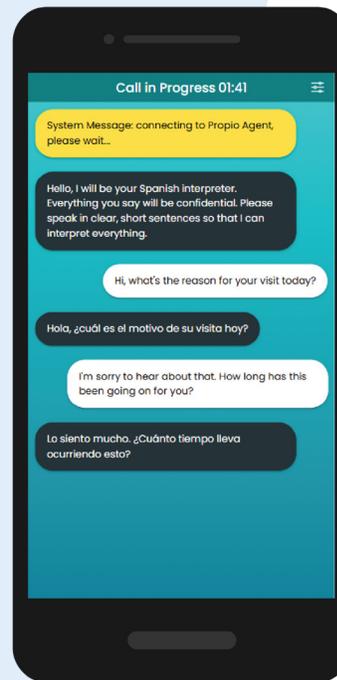
Either the Propio Agent or the caller can request a human interpreter to seamlessly join the call. Once on the call, the human interpreter can immediately view the call history/transcript and can assist.

The Propio Difference

Propio Agent was designed and built with the same infrastructure that we put into making our human interpreters the best in the industry—through training, coaching, quality control, and continuous education.

- Designed and data-trained with hundreds of thousands of high-quality-graded interpreter conversations—**our area of expertise**

- From the conversations that train the model to a continuous review process, the Propio Agent is **rigorously quality checked**

Call in Progress 01:41

System Message: connecting to Propio Agent, please wait...

Hello, I will be your Spanish interpreter. Everything you say will be confidential. Please speak in clear, short sentences so that I can interpret everything.

Hi, what's the reason for your visit today?

Hola, ¿cuál es el motivo de su visita hoy?

I'm sorry to hear about that. How long has this been going on for you?

Lo siento mucho. ¿Cuánto tiempo lleva ocurriendo esto?

Try it Today

With Propio Agent, you own the model—which gets smarter over time. It complements other language services and improves the overall user experience.

- **Take ownership** of your interpretation data

- **Get instant access** directly through Propio ONE

- **Reduce wait time** for Interpretation Services

Propio's Full Suite of Language Solutions Include:

Remote Interpretation

Translation

On-site Interpretation

WorkforceOS

ClientServices@propio.com
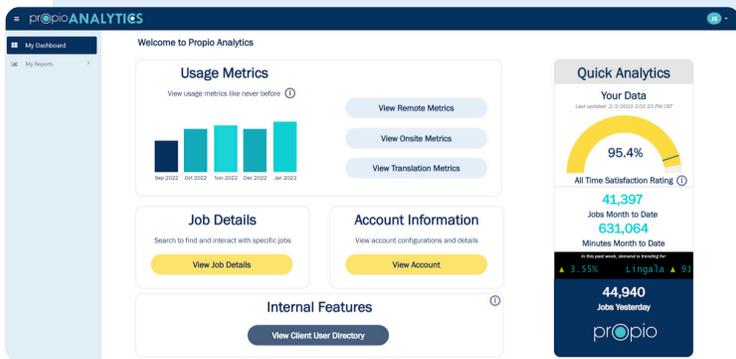913-381-3143

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propio ANALYTICS

propio ANALYTICS

The central hub for
your language data

Through Propio Analytics, we provide detailed and customizable reports that showcase every detail of your interpretation minutes—in real time.

Track performance, spend, billing, and trends, or manage invoices and accounts all from one easy-to-view dashboard.

Monitor usage across multiple locations

We make it easy for you to see all of your data in one dashboard—even if you have multiple locations or agencies.

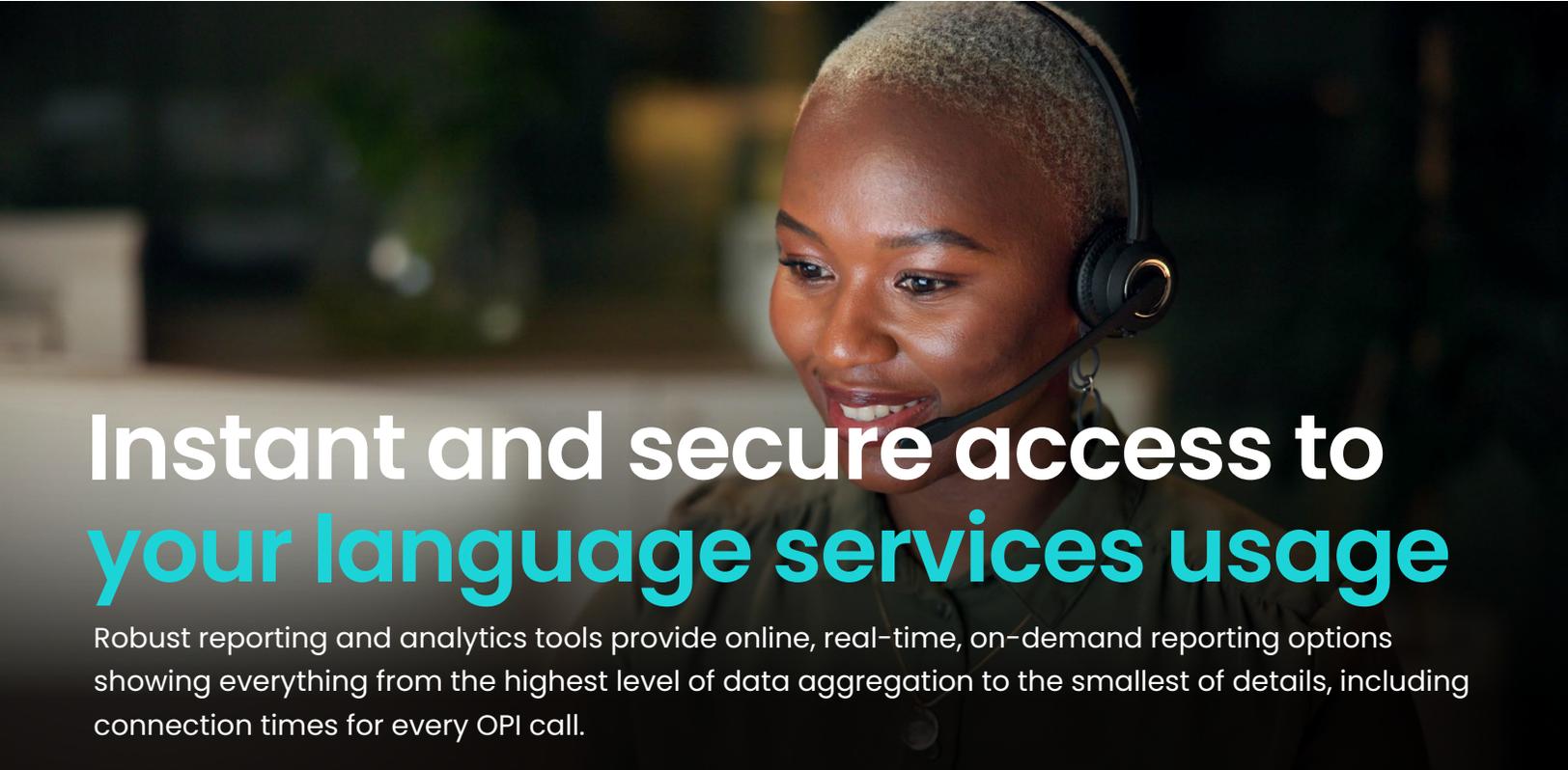**Make informed decisions with customized data**

Experience real-time data tracking

Completely customize your dashboard

Easily export reports to Excel or PDF

Instant and secure access to your language services usage

Robust reporting and analytics tools provide online, real-time, on-demand reporting options showing everything from the highest level of data aggregation to the smallest of details, including connection times for every OPI call.

Additional key metrics include:

- Interpretation minutes
- Minutes by modality
- Minutes by language
- Number of calls
- Satisfaction rating
- Number of minutes
- Connection speeds
- Total spend

Each client is able to customize the data they view on their dashboard enabling viewers to make the most actionable and informed decisions based on the real-time data they review.

Propio's Full Suite of Language Solutions Include:

- Translation
- Remote Interpretation
- On-site Interpretation
- WorkforceOS

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propio

propio
complete
automation suite

propio

complete automation suite

Secure, automated content extraction, translation, and document delivery solutions

Using advanced technology and expert oversight, Propio's Complete Automation Suite handles every aspect of your multilingual translation project—
seamless content extraction from any data source, automatic translation into more than 120 languages, standardization into the format of your choosing, rigorous quality testing, and delivery of the product to its final destination.

By simplifying workflows and securely handling sensitive information, Propio's Complete Automation Suite helps organizations meet industry standards and provide accurate and timely communications to a wide range of audiences.

How Does It Work?

At their core, all products within the Complete Automation Suite utilize the same workflow:

Data Extraction/Data Integration from client source documents.

Automated Translation The platform identifies the correct language and assigns the appropriate resources for translation. Even scanned or handwritten content can be turned into editable text, which is then translated using curated Neural Machine Translation (NMT) engines.

Document creation using customizable templates for digital or print use.

Human Review (if requested) by trained linguists and project managers who review the output for accuracy and context.

Secure delivery with the translated key data points is generated and ready for immediate digital use or is printed and securely delivered to recipients.

Use Cases

The Propio Complete Automation Suite is a powerful tool for managing multilingual and accessible document workflows. Key applications include:

Field Customization
Manage dynamic tagging within templates to minimize errors and prevent mislabeling.

Client Management
Organize and track client information alongside associated programs to simplify document handling.

Status Tracking
Monitor the progress of documents, templates, and fields throughout the workflow.

Change Tracking
Log all changes to documents and fields, including details on who made the updates and when.

PII Handling
Identify and manage templates containing personally identifiable information with secure protocols.

Version Control
Maintain and track multiple versions of documents and templates to ensure accuracy and consistency.

Compliance Management
Maintain adherence to industry-specific compliance requirements, such as CMS regulations that mandate translated communications be delivered within 24 hours.

International Medical Claims
For scenarios such as a traveler seeking reimbursement for medical expenses abroad, the platform translates the foreign bill into English, extracts critical details like the medical issue and cost, and inputs this data directly into the payer's claim system.

Foreign-Language Claims
Handles claims written in non-English formats, whether typed or handwritten, converting them into readable English documents ready for further processing.

Photo and Scanned Document Claims
Processes claims from photos or scans, including those with handwritten content, by using AI to convert the information into an editable format for translation and data extraction.

AI-Powered Review Process
The system evaluates the quality of its translations with a built-in confidence metric. High-confidence translations are submitted directly to the payer's system, while lower-confidence outputs are routed to human reviewers for verification, ensuring accuracy before final processing.

Secure Data Management

The Propio Complete Automation Suite prioritizes the protection of sensitive information with robust security measures at every stage of the process. Certified under HITRUST CSF and fully compliant with HIPAA standards, the platform ensures that all data are handled with the utmost care and attention to regulatory requirements. Using advanced AES-256 encryption, it safeguards data during both transmission and storage, while secure workflows are designed to monitor and prevent fraudulent activity.

Key Benefits of Propio Complete Automation Suite

Time Savings and Accuracy
Automation can reduce translation time by up to 66% and decrease errors by 33%, leading to faster and more reliable document processing.

Regulatory Compliance
Adheres to CMS language and accessibility standards, helping organizations align with legal requirements.

Scalability
Efficiently manages high volumes of documents without compromising quality.

Human-in-the-Loop Approach
Combines automated translation with human expertise, where professionals review and refine translations to ensure cultural and contextual accuracy.

Propio's Full Suite of Language Solutions Include:

Video-Remote Interpretation

Over-the-Phone Interpretation

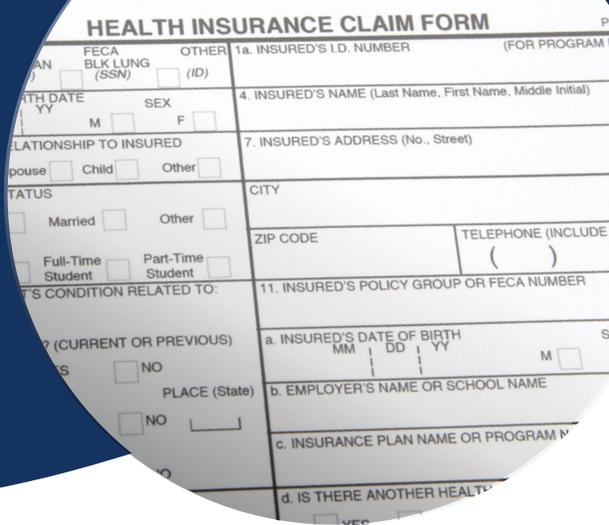WorkforceOS

Propio Link

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propio

propio complete claims

Automating translations with accuracy and security at the forefront.

HEALTH INSURANCE CLAIM FORM

The Propio Complete Claims service simplifies the complex task of translating and processing medical claims, making it faster and easier for healthcare organizations to process claims with accuracy and security.

Using advanced technology and expert oversight, the platform handles everything from handwritten forms to structured data, ensuring claims are accurate and ready to go. With built-in security and compliance features, it's a reliable way to manage sensitive information while keeping operations running smoothly.

How Does Propio Complete Claims Work?

1. Submission: Upload the claim to the platform. It supports multiple file formats, languages, and layouts, including scanned or handwritten documents.

2. Language Identification: The platform identifies the correct language and assigns the appropriate resources for translation.

3. OCR and Translation: Optical Character Recognition (OCR) converts scanned or handwritten content into editable text, which is then translated using curated Neural Machine Translation (NMT) engines.

4. Data Extraction: Key data points, such as medical services, dates, and costs, are automatically isolated and extracted for further processing.

5. Human Review (if requested): Trained linguists and project managers review the output for accuracy and context.

6. Delivery: A simple, formatted template with the translated key data points is generated and ready for immediate use.

API Integration for
Simplified Workflows

The Propio Complete Claims Platform can connect directly to your system through API integration, removing the need for manual file uploads and downloads. With this setup, claims flow automatically from your platform to ours, where they're processed, translated, and sent back— streamlining the entire process without extra effort from your team. This makes it easier to handle large volumes of claims by automating submissions and deliveries, helping to reduce turnaround times and minimize the chance of errors.

Where Propio Complete Claims Can Be Used

The Propio Complete Claims platform makes translating and managing claims easier, offering solutions for international and multilingual workflows. With tools that handle a wide range of claim types, the platform offers accuracy and efficiency for various workflows. For unique or specialized cases, we can expand its templates and capabilities to meet your needs.

1. International Medical Claims: For scenarios such as a traveler seeking reimbursement for medical expenses abroad, the platform translates the foreign bill into English, extracts critical details like the medical issue and cost, and inputs this data directly into the payer's claim system.

2. Foreign-Language Claims: Handles claims written in non-English formats, whether typed or handwritten, converting them into readable English documents ready for further processing.

3. Photo and Scanned Document Claims: Processes claims from photos or scans, including those with handwritten content, by using AI to convert the information into an editable format for translation and data extraction.

4. AI-Powered Review Process: The system evaluates the quality of its translations with a built-in confidence metric. High-confidence translations are submitted directly to the payer's system, while lower-confidence outputs are routed to human reviewers for verification, ensuring accuracy before final processing.

Secure Data
Management

The Propio Complete Claims platform prioritizes the protection of sensitive healthcare information with robust security measures at every stage of the process. Certified under HITRUST CSF and fully compliant with HIPAA standards, the platform ensures that all claims are handled with the utmost care and attention to regulatory requirements. Using advanced AES-256 encryption, it safeguards data during both transmission and storage, while secure workflows are designed to monitor and prevent fraudulent activity.

Key Benefits of Propio Complete Claims

Time Savings and Accuracy
Automation reduces translation and processing times by up to 30% while achieving 99% accuracy, making claims processing faster and more reliable.

Regulatory Compliance
Built to meet CMS and healthcare industry standards, the platform supports compliance with language accessibility and legal requirements for translated claims.

Scalability
Efficiently handles high volumes of claims without sacrificing quality, making it a reliable choice for organizations managing high-demand workflows.

Human-in-the-Loop Approach
Advanced automation works alongside professional linguists who review and refine translations, ensuring culturally and contextually accurate results.

Cost Efficiency
Organizations save up to 30% on costs through streamlined workflows and automation, delivering high-quality translations at a lower expense.

Want to make claims processing faster, easier, and more secure?
Contact us today to see how the Propio Complete Claims platform can transform your workflows.

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complete letters

propio complete letters

End-to-end document translation and processing

What is Propio Complete Letters?

Propio Complete Letters is a document processing solution that automates the creation, translation, and delivery of multilingual and accessible communications. It extracts data from your systems, applies it to customizable templates, and generates documents in **120+ languages or formats, including large print, braille, and audio.**

By simplifying workflows and securely handling sensitive information, Propio Complete Letters helps organizations meet industry standards and provide accurate and timely communications to a wide range of audiences.

How Does Propio Complete Letters work?

1. **Data integration from your source.**

2. **Automated document creation using customizable templates.**

3. **Translation or alternate format conversion.**

4. **Secure delivery to recipients.**

How can Propio Complete Letters be used?

Propio Complete Letters supports a wide range of use cases, making it a powerful tool for managing multilingual and accessible document workflows. Key applications include:

Template Management
Create, store, and organize multilingual templates for various languages and workflows, with features such as customized templates, change control, and document versioning.

Field Customization
Manage dynamic tagging within templates to minimize errors and prevent mislabeling.

Client Management
Organize and track client information alongside associated programs to simplify document handling.

Status Tracking
Monitor the progress of documents, templates, and fields throughout the workflow.

Change Tracking
Log all changes to documents and fields, including details on who made the updates and when.

PII Handling
Identify and manage templates containing personally identifiable information with secure protocols.

Version Control
Maintain and track multiple versions of documents and templates to ensure accuracy and consistency.

Compliance Management
Maintain adherence to industry-specific compliance requirements, such as CMS regulations that mandate translated communications be delivered within 24 hours.

Where can Propio Letters be used?

Healthcare: Translating patient notices and communications to meet Medicaid requirements and improve access to information.

Finance: Creating multilingual loan documents, insurance statements, and other essential financial communications.

Government: Providing public notices in braille, audio, or other accessible formats to comply with accessibility standards.

Education: Translating reports, notifications, and other communications to reach LEP students and their families.

Key Benefits of Propio Complete Letters

Time Savings and Accuracy
Automation can reduce translation time by up to 66% and decrease errors by 33%, leading to faster and more reliable document processing.

Regulatory Compliance
Adheres to CMS language and accessibility standards, helping organizations align with legal requirements.

Scalability
Efficiently manages high volumes of documents without compromising quality.

Human-in-the-Loop Approach
Combines automated translation with human expertise, where professionals review and refine translations to ensure cultural and contextual accuracy.

Secure Data Management

Propio Complete Letters prioritizes the protection of sensitive information with robust security measures. It uses AES-256 encryption to safeguard data and provides comprehensive protection for PHI and PII. The solution complies with industry standards, including HIPAA, SOC 2, and HITRUST, ensuring secure data handling across all workflows.

Discover how Propio Complete Letters can streamline your document management. Contact us today.

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propio

propio
On-Site
Interpretation

propio

For the best possible in-person interpretation experience

Propio's in-person, on-site interpretation services connect you with certified interpreters in a wide range of languages.

Our highly trained interpreters help businesses and organizations communicate clearly in important settings like healthcare, legal proceedings, corporate meetings, community events and more. Our interpreters bring professionalism to sensitive conversations, maintaining strict confidentiality and meeting compliance standards throughout. Propio offers flexible scheduling and dependable service, helping you achieve mutual understanding in every interaction.

Use Cases

Healthcare Appointments: Interpreters assist in medical settings, helping patients and providers communicate about diagnoses, treatments, and procedures while maintaining privacy regulations like HIPAA.

Legal Proceedings: From court hearings to depositions, interpreters help all parties understand legal terminology and proceedings, supporting accurate and fair outcomes.

Corporate Meetings: Interpreters provide language support during team meetings, client presentations, and negotiations, helping organizations collaborate across languages and grow global partnerships.

Educational Support: Schools and universities rely on interpreters to communicate with Limited English Proficiency (LEP) speaking students and families during parent-teacher conferences, enrollment processes, and community events.

Event Management: Interpreters support clear communication at conferences, trade shows, and community events, helping participants connect and engage effectively.

Government Communications: Interpreters assist public agencies with language support for community outreach programs, public health announcements, and immigration services.

Emergency Situations: In urgent scenarios such as hospital emergency rooms or crisis response efforts, interpreters help critical information reach those who need it most.

Customer Support: Interpreters work with call centers and customer service teams to help businesses connect with multilingual clients, improving satisfaction and building loyalty.

Interpreter Quality Standards

Certifications and Training

All interpreters must meet or exceed industry requirements, with many holding certifications from recognized organizations such as the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI).

Language Proficiency

Interpreters demonstrate advanced fluency in both the target and source languages, verified through comprehensive testing aligned with national standards such as the Interagency Language Roundtable (ILR) scale.

Ongoing Development

Propio invests in continuous professional development, offering training on new terminology, industry practices, and compliance updates to keep interpreters current and effective.

Specialized Knowledge

Interpreters are selected for their expertise in specific fields, such as healthcare, legal, and corporate environments, allowing them to navigate complex terminology with confidence.

Performance Monitoring

Propio's quality assurance team conducts regular performance evaluations, offering feedback and coaching to maintain consistent excellence in every interaction.

Strict Confidentiality

Interpreters adhere to strict confidentiality agreements and industry standards, including FERPA and HIPAA, ensuring all interactions remain private and secure.

Scheduling Made Easy with Propio ONE and WorkforceOS

Propio ONE, paired with WorkforceOS, makes scheduling and managing in-person interpretation straightforward. Begin by logging into the Propio ONE platform or contacting your Client Success Manager to choose the date, time, and location that fit your needs. WorkforceOS adds convenience with centralized tools for managing interpreter assignments, adjusting scheduling preferences, and tracking sessions.

Scheduling

- Schedule via phone, email or Web Platform
- Requests should be received by 5PM ET the day prior to the requested appointment
- All requests are acknowledged in writing and a confirmation email will is sent once the interpreter is confirmed
- Ability to select Male or Female Interpreters as needed

WorkforceOS

- Request and schedule interpreters
- Review the status of scheduled requests— Unassigned or Assigned
- Access timesheets, client check out signatures, and notes
- Fully HIPAA compliant
- Specify specific attributes interpreters must have (e.g., vaccinated for Covid-19 or certain certifications)
- Ability to ban or remove specific interpreters
- View invoices
- Create multiple profiles for each user at your facility

Exceptional Support for your In-Person Interpretation Needs

Expertly Vetted Interpreters
Only 20% of candidates pass Propio's rigorous selection process, ensuring interpreters have exceptional language skills and cultural knowledge.

Extensive Language Support
Interpretation is available in over 300 languages, including rare and regional dialects, to meet the needs of diverse communities.

Strong Focus on Privacy
HIPAA- and FERPA-compliant processes and strict confidentiality protocols protect sensitive information across all interactions.

Reliable Availability
Services are readily available, providing support for both planned and urgent requests whenever language assistance is needed.

Customized Solutions
Propio adapts to your unique needs, offering flexible options and tools to fit your business or organizational requirements.

Integrated Technology
Propio ONE, combined with WorkforceOS, streamlines scheduling, management, and reporting for a seamless user experience.

Ongoing Quality Assurance
Performance monitoring and continuous professional development maintain the highest standards across all interpretation services.

Expertise Across Industries
Interpreters are trained in specific sectors such as healthcare, legal, and corporate settings, ensuring accurate and professional service.

Propio's Full Suite of Language Solutions Include:

Translation   Video-Remote Interpretation   WorkforceOS   Propio Link

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propio
Interpreter
Scheduling

Professional Interpreter
Scheduling Made Easy

Propio makes it easy to schedule professional, medically qualified interpreters with our easy-to-use, flexible platform.

You can choose from more than 300 languages—even those that are rare or are of limited diffusion—and in a range of formats (in-person, phone, or video), and then connect with certified linguistic experts in their respective fields such as medical, legal, or business.

We ensure seamless communication across all settings and drive toward enhanced client satisfaction with quick confirmations.

Get live usage reports through Propio Analytics

Access more than 300 languages 24/7

100% HIPAA-compliant, medically qualified interpreters

Industry-leading, lightning-fast connection times

App- and web-based platform

Ongoing quality checks ensure the best quality interpreters

Call Audits: Expert evaluators review randomly selected phone interpreting sessions. Interpreters are required to score 80% or greater on audited calls.

Client Call Ratings: Callers can rate interpreters at the end of phone/video calls on a scale from 1 to 5 (one being the lowest and 5 the highest). Call ratings are monitored and anything below a 3 (out of 5) gets flagged for review by one of our evaluators. Over 95% of our calls are rated 4 or above.

Call Recordings: Propio records Phone Interpreting calls for quality assurance purposes. Call recordings are retained for sixty (60) day and then permanently destroyed.

Escalation and Mitigation: Clients are encouraged to escalate any quality concerns relating to a specific interpreting encounter or translation project to their Client Success Manager (CSM). The CSM works in conjunction with the client and the Quality Assurance (QA) department to investigate, resolve, and report any remedial action taken with respect to the interpreter.

Performance Tracker: Propio has an internal interpreter performance tracker. All clients are encouraged to be as vocal as possible about issues arising during interpreting sessions. In the event of a negative client experience, the interpreter is placed on probation and is not allowed to take calls until the issue has been remediated.

Propio's Full Suite of Language Solutions Include:

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Remote Interpretation

Transcription

On-Site Interpretation

WorkforceOS

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Language Services
Project Coordinator

propio

Language Services
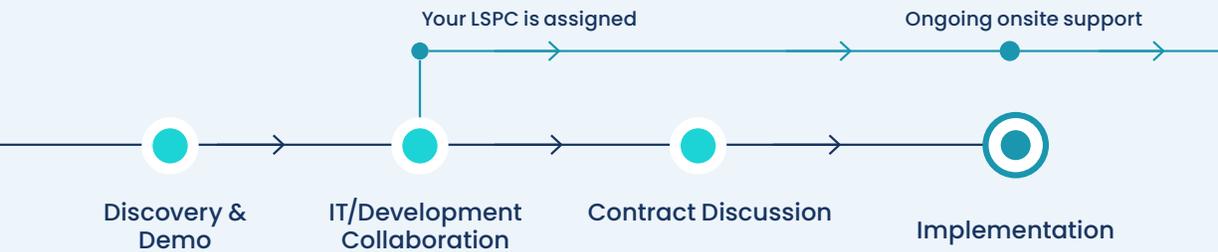## Project Coordinator

An onsite resource dedicated to ensuring your language services program is best in class

Creating structure for language access to your patients is an incredibly complex task. Today, managing language services includes everything from:

- Ensuring day-to-day operations run smoothly
- Instilling confidence that staff and patients have access to qualified language professionals
- Managing language infrastructure like hardware and apps

Our Process

Your LSPC is assigned

Ongoing onsite support

Discovery & Demo

IT/Development Collaboration

Contract Discussion

Implementation

LSPC Benefits

Reduce administrative overhead

Maintain high quality service and operations

A Premier Service for our Partners

For premier clients, Propio is pleased to announce, your dedicated Language Services Coordinator. At no additional cost to you, Propio will provide a skilled professional who will remain onsite to resolve issues quickly, reduce your administrative overhead, and allow you to focus on what matters most.

Propio's Full Suite of Language Solutions Include:

Remote Interpretation

Transcription

On-Site Interpretation

WorkforceOS

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propio 28

# Easily add a virtual interpreter on your platform with Propio Link

Propio Link brings our interpreters directly to your telehealth, remote meeting, or telephony platform through our proprietary API.

With our seamless integration process, our interpreters join your call without the hassle of additional software or complicated procedures. Once integrated, you can easily add a virtual Propio interpreter to your video call, and the interpreter receives a link to join the session exactly as a recipient would.

Benefits

- Easy setup. Propio gives the API code to your IT team to plug into your workflow.

- One-click access to an interpreter— no additional software or application necessary.

- Streamline the process of helping your LEP community.

- Propio works directly with your telehealth provider. All we need is an introduction to ensure your provider has everything they need to add one of our interpreters into a session.

API
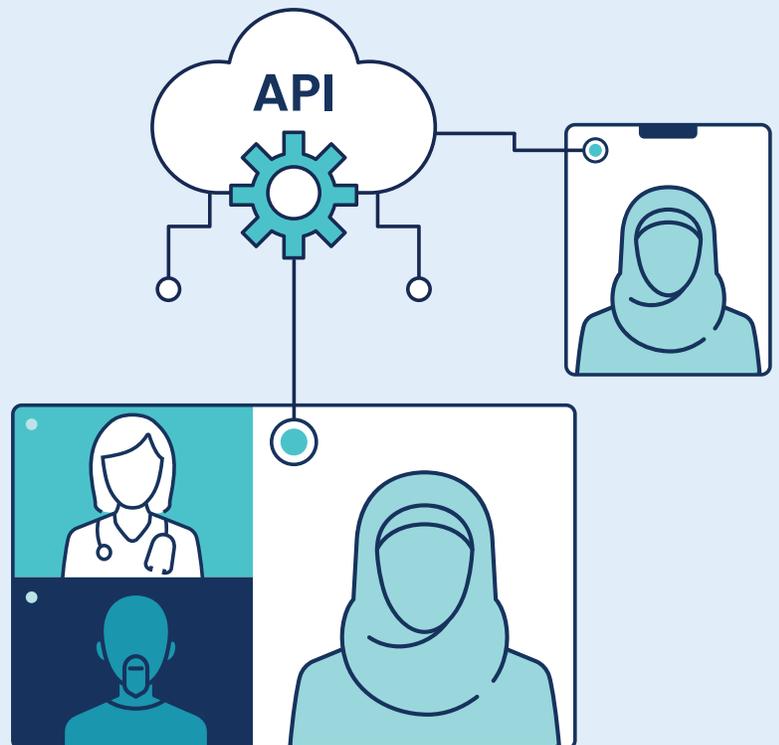
Propio Link Connects Your Industry with Qualified Interpreters

Healthcare   **Education**   **Government**   **Legal**   **Finance**

propio
MT Hive

AI-Powered Machine Translation

MT Hive, Propio's machine translation (MT) tool is powered by artificial intelligence (AI) and is simple to use.

- Faster, simpler translation process, allowing your client to paste text or upload files and instantly obtain translations.

- Adaptive, smarter translation—translation memories "remember" the previously translated material and constantly update with every change clients make. This optimization also ensures brand consistency.

- Access two additional quality grades: instant, raw translation or machine translation with one round of human editing.

- Clients can opt to use custom-trained MT engines using their content, terminology, and data—providing a higher level of quality, accuracy and adherence to client tone/style.

- Provide clients with autonomy to decide which translation quality grade they need (TEP, Edited MT, Raw MT), as well as manage the translation costs.

Compliance

The translation platform is designed and managed to meet a broad set of international and industry-specific standards, such as:

- ISO 27001
- HIPAA
- FedRAMP
- GDPR

It also meets country-/region-specific standards and undergoes rigorous third-party audits to verify adherence to the strict security controls these standards mandate.

Security

Propio Machine Translation follows security practices that include:

- Network protection
- Server hardening
- Application security
- Data protection
- High availability
- Organizational management
- Backup and restore policy
- Risk assessment
- Monitoring, change, and maintenance policy

The data from the different accounts are isolated from each other on multiple levels throughout the system. All data is backed-up daily.

How it works

1. On the Propio Vu Home page, clients either click the Orders button in the navigation bar. This will open a new screen, with a new sub-navigation bar (All orders, My orders, My co-owned orders, Planning, MT Hive). Or hover over the Orders button and then navigate to the MT Hive button.

2. Clients then click on the MT Hive button. This will open a customized session of MT Hive—most of the experience can be customized:

   •   Clients control which users have access

   •   Clients control the types of files able to be translated

   •   Clients control the number of languages available for translation

   •   Clients control cost parameters

3. Based on the framework set up for the client, the user selects either one or multiple engines, the from- and to-language, and then either starts typing, pasting, or uploads the document to be translated.

4. The submitted files are first pre-translated with a set of translation memories that match the selected language combination. Then, the source segments with no matches from translation memories are translated with the Machine Translation engine(s) of their choice (or designated by their contract).

5. If the output is good enough for their purposes, clients can directly download the files in their original format and use them.

6. To further improve the quality of the translation, however, they can request human review service by clicking the "Request Human Review" button.
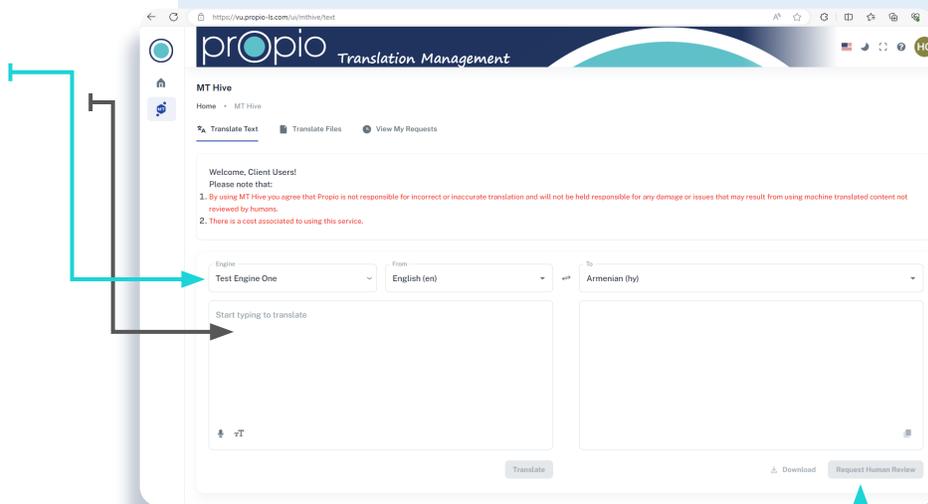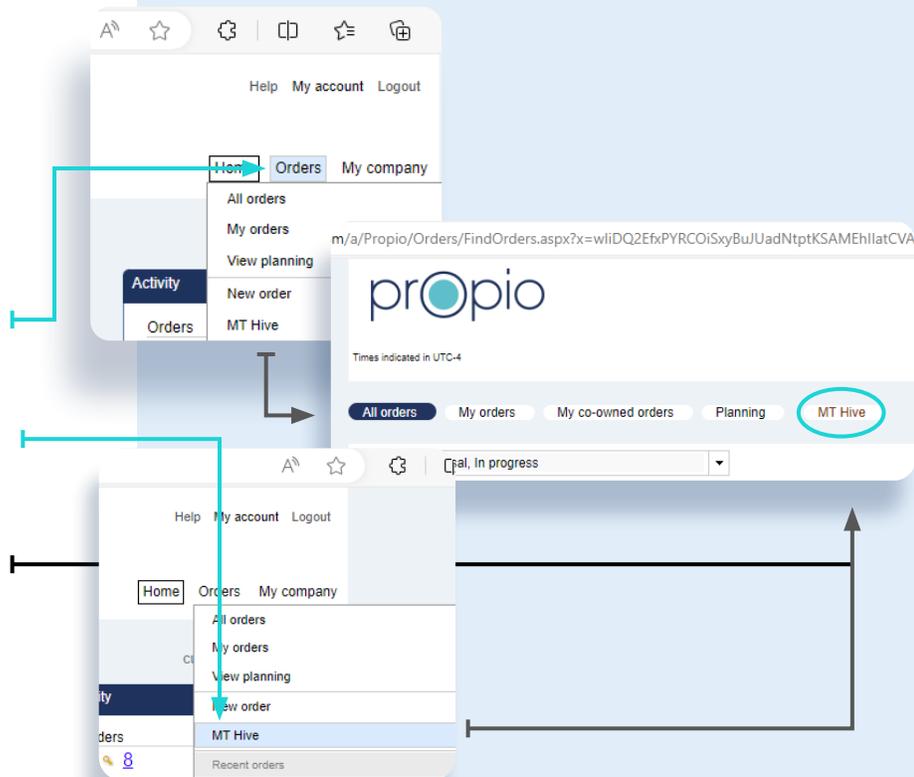
Definitions

Machine Translation

Machine translation (MT) systems are AI applications that use natural language processing technology to automatically translate text from one language to another. Popular names in MT include Microsoft Bing, Google Translate, and Reverso. The **translations produced by customized MT systems, like MT Hive will be markedly better (more accurate and industry-relevant)** than those of general-purpose engines for the content they were built to translate.

Machine Learning (as it relates to translation)

Not a feature of MT Hive, but available in Propio Vu. Machine Learning refers to a type of artificial intelligence application like sentiment analysis engines that detect polarity (e.g. angry, happy, sad) within a source text or translation) to help ensure the accuracy of both linguistic aspects and style of materials like marketing, websites, or other public-facing materials.

Translation Memory

A translation memory is a database used to store translated segments of text that can be later reused and applied to future work.

Translation memories in MT Hive are centralized and cloud-based. When translating a document, the system will pre-translate content from the translation memories, then machine translate the remaining content using the specified MT engine.

Every sentence or word that has been translated in the past will be pre-translated by the system. It can save a tremendous amount of time and cut down on costs for pre-translated segments.

What it is.

MT Hive is a feature in Propio Vu that gives clients access to on-demand machine translation. It is a tool for quick-turn, in-the-moment needs. Examples include internal company communications not intended for a public audience, or emails received from foreign suppliers. Clients can request this "instant translation" via their client portal within Vu.

The submitted content or files are first pre-translated with the client translation memories that match the languages of the order. Then, the source segments with no matches from translation memories are translated with the Machine Translation engine of their choice (or designated by their contract). If the output is good enough for their purposes, they can directly copy or download the files in their original format and use them. To further improve the quality of the translation, however, they can request a human review.

What it isn't.

It isn't Google Translate! Or any other run-of-the-mill machine translator available to the public, like Microsoft Bing Translator, Reverso, DeepL, or Amazon Translate.

Machine Translation isn't a replacement for human translation or localization services that require detailed, nuanced attention like legal documentation, medical or educational records or reports, brand marketing, books, magazines, or culturally sensitive materials, among others.

propio
Multilingual
Desktop Publishing

Accessible, relevant print-ready documents

Desktop publishing (DTP) is the process of creating polished, print-ready documents—like brochures, manuals, and reports—where layout and design are critical components of the materials.

When these materials are adapted for different languages and cultures, the process becomes **multilingual desktop publishing.** This involves adjusting text, images, and design elements to reflect cultural nuances and language-specific details..

Why Multilingual Desktop Publishing Matters

Multilingual desktop publishing ensures visuals and layouts are adapted for each culture, making materials more accessible and relevant. For example, a brochure for a Japanese audience might need adjusted color choices to respect cultural associations, while layouts in the Middle East often require mirroring for right-to-left reading. Even symbols and icons need thoughtful selection, as gestures like a thumbs-up may carry different meanings across cultures. By refining design and content, multilingual desktop publishing helps messages resonate authentically with diverse audiences.

When to Consider Multilingual Desktop Publishing

Multilingual desktop publishing is valuable when documents must be consistent in appearance and culturally suited across languages. Examples include materials such as:

Marketing Materials – Brochures, ads, and product catalogs designed to appeal to diverse markets.

User Manuals and Instructions – Technical documents where precise formatting and clear layouts help avoid misunderstandings.

Annual Reports and Presentations – Corporate materials that require polished, professional consistency in multiple languages.

E-learning Content – Educational materials that benefit from culturally aligned visuals and accessible formatting.

Web and Digital Graphics – Online visuals that need to maintain readability and cultural sensitivity across global audiences.

What Makes Multilingual Desktop Publishing Complex

Multilingual desktop publishing addresses the design challenges that come with adapting content for different languages and cultures. Each language brings unique requirements that impact layout, readability, and visuals. Examples include:

Text Expansion or Contraction: Translated text can vary in length, affecting layout. English expands by up to 30% in German, while Mandarin takes less space.

Font Selection for Readability: Fonts must align with each language's structure. Non-Latin scripts like Arabic or Thai need specific fonts to stay clear and professional.

Right-to-Left Text Orientation: Languages such as Arabic and Hebrew read right to left, requiring mirrored layouts for natural reading flow.

Character-Based Languages: Languages like Mandarin and Japanese may need larger fonts or adjusted spacing, impacting how text fits within the design.

Culturally Relevant Visuals: Images and symbols carry different meanings across cultures. Hand gestures and colors, for example, often need adjusting for cultural fit.

Language Consistency: Maintaining a unified style across languages, despite varying text lengths and directions, ensures a cohesive brand presence.

Hyphenation and Line Breaks: Different languages have unique hyphenation and break rules. Finnish uses longer words, needing careful breaks, while Japanese has distinct line rules.

Symbols and Units of Measure: Symbols, units, and dates vary by region. A U.S. document uses inches and pounds, while European versions use centimeters and kilograms.

Benefits of Working with a Multilingual DTP Partner

Partnering with a team experienced in multilingual desktop publishing ensures reliable, accurate support tailored to diverse language needs. An experienced partner brings several key benefits to the table:

- **Consistency Across Languages:** Professional DTP teams keep each language version visually aligned with the original, preserving brand identity across all markets.

- **Efficient Process That Reduces Delays:** By addressing design and language intricacies upfront, an experienced partner minimizes the risk of rework, delivering projects on time and with fewer revisions.

- **Integrated Expertise in Language and Design:** With a skilled team handling both the linguistic and design aspects, content is seamlessly adapted to each language, maintaining clarity and professionalism.

How Propio Supports your Multilingual DTP Needs

Propio focuses on collaboration and understanding each project's unique needs. From the outset, Propio's team works closely with clients to capture their goals, aligning each detail with the audience's language and cultural context. With a strong emphasis on quality control, Propio ensures consistency and accuracy across all language versions, creating materials that not only meet technical standards but also connect effectively with target audiences.

Propio's Full Suite of Language Solutions Include:

ClientServices@propio.com
913-381-3143

Translation

Remote Interpretation

On-site Interpretation

WorkforceOS

propio

proPiO ONE

Secure, reliable interpretation when and where you need it

Propio ONE's proprietary technology empowers you to connect with anyone you need to, whenever you need to—without any language barrier.

And with the ability to add participants to the call, room, or meeting (for both audio and video), our app is all you need to connect with a qualified interpreter in seconds.

Technology you can depend on

Easy-to-use, secure, and reliable, Propio ONE was built to be your all-in-one language services solution. Focused on HIPAA and FERPA compliance and fast connections, this app is the simplest, most secure way to reach one of our knowledgeable interpreters.

Available with a single sign on (SSO) option that increases platform security, consolidates multiple accounts, provides detailed analytics, and enables access to additional features, Propio ONE is a robust but easy-to-use interpretation solution.
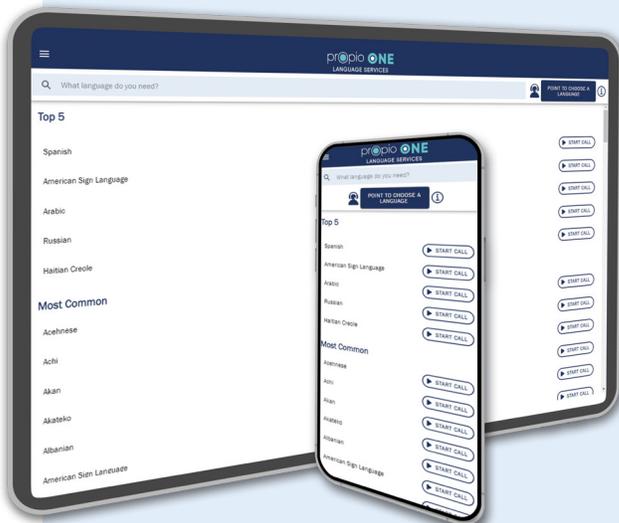
Access interpreters via video or phone

Propio's vast network of **20,000+ high-quality interpreters** is accessible via Propio ONE in multiple ways so that you can determine what is best and most convenient for your needs. Propio ONE makes virtual appointment scheduling and on-demand access simple with an easy-to-use interface.

Industry-leading, all-in-one solution

Quality

Propio's interpreters average eight years of 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+ high-quality interpreters representing 300+ languages.

Response Time

Average connect time for OPI is 8 seconds for Spanish, 14 seconds for all other languages. In-person can be scheduled same day.

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.

Flexibility

Schedule interpreters, invite third-parties to join audio or video calls, verify insurance coverage before language services are rendered, and even bring Propio interpreters directly to your telehealth, remote meeting, or telephony platform through our proprietary API .

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.

- In addition to accessing our HIPAA-compliant interpreters, Propio ONE's data transit is 100% encrypted for the highest level of security and patient confidentiality

Ongoing quality checks ensure the best quality interpreters

Call Audits: Expert evaluators review randomly selected phone interpreting sessions. Interpreters are required to score 80% or greater on audited calls.

Client Call Ratings: Callers can rate interpreters at the end of phone/video calls on a scale from 1 to 5 (one being the lowest and 5 the highest). Call ratings are monitored and anything below a 3 (out of 5) gets flagged for review by one of our evaluators. Over 95% of our calls are rated 4 or above.

Integrated Expertise in Language and Design: With a skilled team handling both the linguistic and design aspects, content is seamlessly adapted to each language, maintaining clarity and professionalism.

Call Recordings: Propio records Phone Interpreting calls for quality assurance purposes. Call recordings are retained for sixty (60) days and then permanently destroyed.

Escalation and Mitigation: Clients are encouraged to escalate any quality concerns relating to a specific interpreting encounter or translation project to their Client Success Manager (CSM). The CSM works in conjunction with the client and the Quality Assurance (QA) department to investigate, resolve, and report any remedial action taken concerning the interpreter.

Performance Tracker: Propio has an internal interpreter performance tracker. All clients are encouraged to be as vocal as possible about issues arising during interpreting sessions. In the event of a negative client experience, the interpreter is placed on probation and is not allowed to take calls until the issue has been remediated.

- Simple API with **no additional app or software required**
- HIPAA- and FERPA-compliant interpreters **available 24/7**
- Single Sign On (SSO) option for increased security and ease of use
- Access from any device, tablet, or browser
- Available in **300+ languages**
- Industry-leading, lightning-fast connection times
- Add third parties with the touch of a button
- Comprehensive "point to your language" list helps staff eliminate language barriers
- Request a specific interpreter gender without having to schedule an appointment
- Provide feedback after every call
- Our implementation process ensures a predictable, stress-free, successful deployment.
- Transfer call from workstation to cart

The Propio ONE app can be used for video calls *and* audio-only calls.

Enjoy the convenience of being able to wheel a tablet right between a provider and patient.

Propio's Full Suite of Language Solutions Include:

ClientServices@propio.com
913-381-3143

Translation

Transcription

On-site Interpretation

WorkforceOS

propio OPI

Connect with a professional interpreter in seconds

Propio's over-the-phone interpretation (OPI) connects you to professional interpreters in seconds, anytime you need them, 24/7, in over 300 languages.

Our interpreters are experienced in industry-specific terminology and cultural nuances, making them a trusted choice for healthcare, legal, financial, and business conversations. With secure connections and around-the-clock availability, Propio provides the clarity you need to communicate confidently in any situation.

Propio's OPI is built to provide reliable, fast, and secure support for multilingual communication. Whether you're managing time-sensitive interactions or complex industry-specific discussions, our service is designed to meet your needs with precision and professionalism.

Benefits of Propio OPI

- On-demand access to interpreters with no wi-fi requirement

- HIPAA- and FERPA-compliant **interpreters available 24/7**

- Customizable Interactive Voice Response (IVR)/Menu

- **Available in 300+ languages**

- Industry-leading, lightning-fast connection times

- Provide feedback after every call

- Our implementation process ensures a predictable, stress free, successful deployment

Applications for
Phone Interpretation

Propio's phone interpretation services provide reliable language support for a variety of situations. Here are eight examples of situations in which phone interpretation would be a practical solution:

Healthcare
Help patients and providers exchange accurate details about diagnoses, treatments, medication usage, and discharge instructions.

Legal
Support understanding during court proceedings, depositions, and attorney-client discussions, ensuring all participants are fully informed.

Business
Promote effective communication with global partners, vendors, or employees while providing language support for multilingual customers.

Customer Service
Address questions and resolve concerns in a client's preferred language, creating a positive and effective support experience.

Education
Assist schools and educators in engaging with students and families who speak other languages.

Government Services
Aid agencies in interacting with community members by providing language support for public service communications.

Emergency Situations
Help first responders, healthcare teams, and organizations convey accurate, time-sensitive information during crises.

Human Resources
Support multilingual interactions in onboarding, training, and workplace communications with employees, candidates, and contractors.

How it Works

Using Propio's phone interpretation services is simple and quick, providing you with the support you need in just a few steps. Here's how you can connect with a professional interpreter:
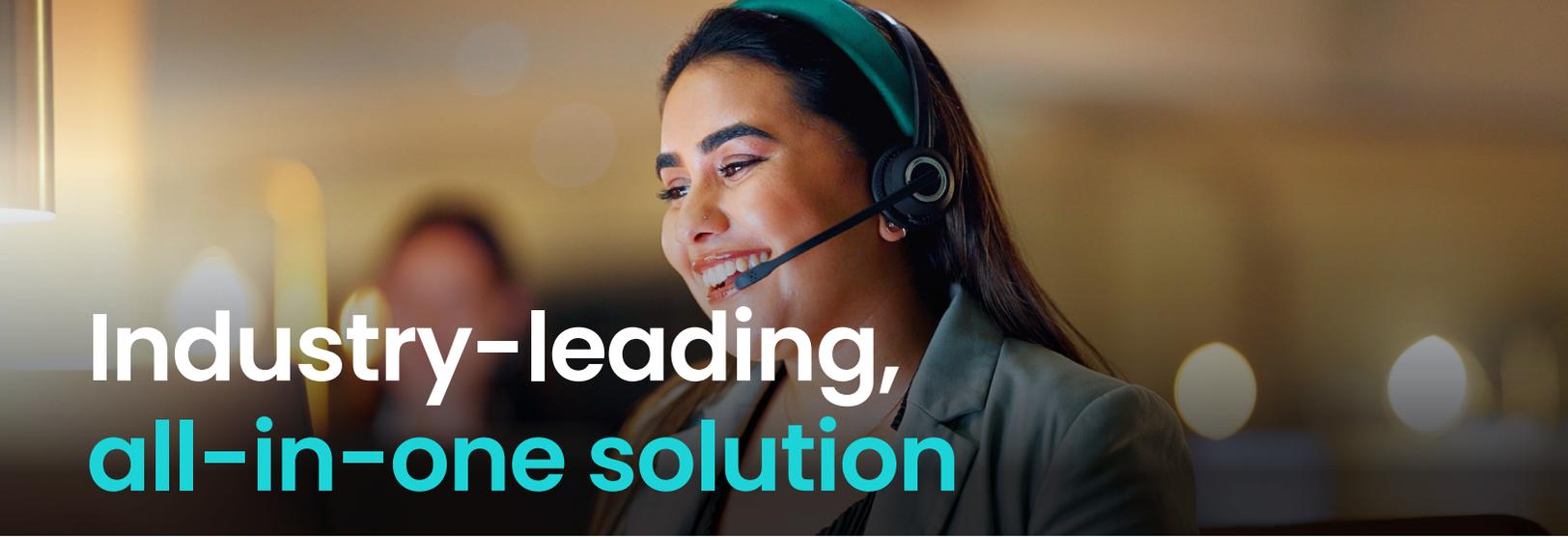
Call a toll-free or local number

Select the required language from **over 300 available options.**

Connect with a certified interpreter **in seconds.**

Industry-leading, all-in-one solution

Quality
Propio's interpreters average 8 years of 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
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 Clients are highly satisfied with the speed, quality, and character of our interpreters. We have an 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.

Ongoing quality checks ensure the best quality interpreters

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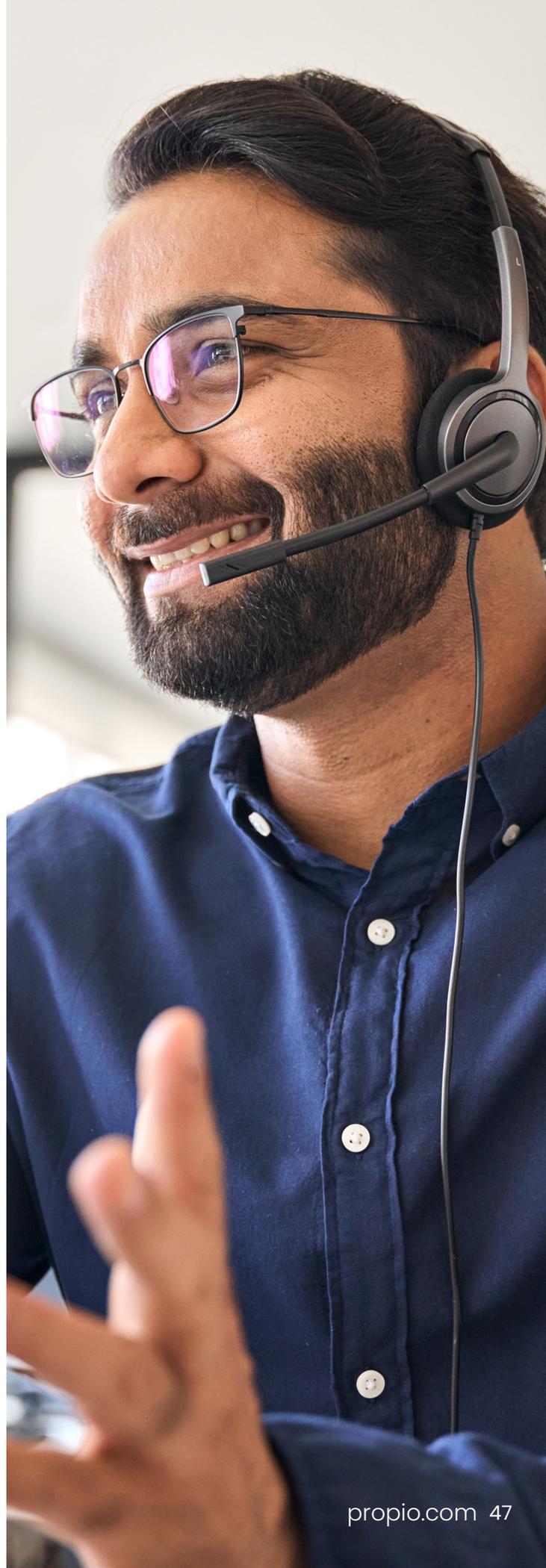
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Escalation and Mitigation: Clients are encouraged to escalate any quality concerns relating to a specific interpreting encounter or translation project to their Client Success Manager (CSM). The CSM works in conjunction with the client and the Quality Assurance (QA) department to investigate, resolve, and report any remedial action taken with respect to the interpreter.

Performance Tracker: Propio has an internal interpreter performance tracker. All clients are encouraged to be as vocal as possible about issues arising during interpreting sessions. In the event of a negative client experience, the interpreter is placed on probation and is not allowed to take calls until the issue has been remediated.

Why Choose Propio for
Phone Interpretation?

Extensive Experience

A proven track record in delivering **high-quality remote interpretation services.**

Fast Connections

Access professional interpreters in seconds, **24/7.**

Wide Language Coverage

Support for **over 300 languages** to meet a wide range of communication needs.

Secure and Compliant

HIPAA and FERPA-compliant systems that **prioritize privacy and confidentiality.**

Industry Expertise

Interpreters trained in medical, legal, financial, and business terminology.

Client Support

Dedicated client success teams providing **personalized assistance.**

Scalable Solutions

Flexible services tailored to organizations of all sizes and industries.

Propio's Full Suite of Language Solutions Include:

Translation   **Transcription**   **On-site Interpretation**   **WorkforceOS**

ClientServices@propio.com

913-381-3143

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prOpio

Translation
and Localization

propio

Translation and Localization

Reach audiences across the globe

Effective communication goes beyond words.

Propio's translation and localization services, **offered in over 200 languages, adapt your message not only to the language but to the cultural nuances that help it resonate.** Whether you're connecting with global teams or reaching out to international markets, we make sure your message feels personal, authentic, and clear. Trust Propio to be your partner in delivering confident communication across languages, ensuring your message connects wherever it needs to go.

Why localize your content?

Increase Sales Opportunities
When your content speaks directly to local audiences, you're better positioned to grow in new markets and increase revenue.

Improved Employee Communication
Clear translations of internal messages improve understanding and engagement among global teams, helping everyone stay informed and connected.

Build Team Cohesion
Localized internal content helps employees feel more connected and aligned, fostering a stronger, more unified company culture across different regions.

Reach New Markets
By adapting content for different languages and cultures, you can connect with a wider audience and extend your business's reach globally.

Boost Visibility in Search Engines
Localized content helps your business appear in relevant search results for different regions, improving your online presence and making it easier for local customers to find you.

Ensure Legal Compliance
Many regions have specific language and cultural requirements for businesses. Localizing your content helps you meet these regulations and avoid potential legal challenges.

Reduce Miscommunication
Localizing content minimizes the risk of misinterpretations or confusion, providing clarity in language and cultural context that resonates with different regions.

Improve Customer Accessibility
Localized content makes it easier for customers to engage with your offerings, especially those who speak different languages, leading to a smoother and more satisfying user experience.

Translation vs. Localization: What's the Difference?

Translation focuses on converting text from one language to another, ensuring the content retains its original meaning and accuracy. It's about replacing words, but not necessarily adapting for cultural relevance or market-specific nuances. If you're communicating straightforward information—like legal documents, product descriptions, or instructions—translation ensures clarity and understanding in another language.

Localization, on the other hand, goes deeper. It adapts your content to suit the cultural, legal, and regional preferences of a specific audience. This means not just translating words, but considering elements like local customs, idioms, currencies, dates, and even design layouts. Localization ensures your message feels familiar and engaging to the target audience, making it more likely to resonate and build stronger connections.

Rapid Response – Fast and Reliable Translations

Urgent translations shouldn't cause delays. Propio's Rapid Response team delivers fast, accurate results to meet tight deadlines with expert linguists and advanced technology.

24/7 Availability – Immediate support for urgent requests.

30-Minute Response – Quick estimates and project starts.

Under 24-Hour Turnaround – Fast without compromising accuracy.

Scalable Services – Handles any project size.

Industry Experts – Precise terminology and context.

AI + Human Expertise – Speed with accuracy.

We hold three foundational principles of our translation and localization practice:

Security

We hold the security of our clients' materials sacred and have measures for its protection layered into every step of our process.

Collaboration

We know the success of any project depends on meeting the exact needs of our clients; therefore, collaboration and communication is key to ensuring success.

Efficiency

Working efficiently without sacrificing accuracy prior, during, and post-project is built into our workflow so that our clients reap the benefits of working with a 25-year-experienced team powered by cutting-edge technology.

AI-Powered Translation with Human Expertise

Propio's machine translation solution offers the perfect balance of speed and quality, helping you manage large volumes of content efficiently. Our AI-powered technology delivers fast translations while leveraging translation memories and domain-specific data to ensure accuracy. For sensitive materials, our expert linguists step in to review and refine the output, ensuring it's culturally appropriate and precise. This seamless integration of advanced technology and human expertise ensures you receive reliable translations that meet your needs and resonate with your audience.

Propio's Translation Management System

Propio's Translation Management System streamlines the entire translation process, allowing you to manage projects efficiently across multiple languages. With centralized control, you can easily track progress, collaborate with linguists, and ensure consistent quality across all translations. Our system integrates seamlessly with your workflow, offering automation, translation memory, and real-time updates to help meet tight deadlines and reduce costs. By using this system, you can stay on top of your global communication needs with ease and confidence.

Language Quality Assurance

Propio's Language Quality Assurance process ensures every translation meets high standards of accuracy and cultural relevance. Each project goes through a multi-step review by linguists specialized in the subject matter and language pair. After the initial translation, a second linguist checks for inconsistencies and errors, ensuring technical accuracy, linguistic quality, and cultural alignment. A final quality control review verifies formatting and client specifications. These steps guarantee your content conveys the original message clearly and resonates with your target audience.

Propio's Full Suite of Language Solutions Include:

Remote Interpretation

Transcription

On-site Interpretation

WorkforceOS

ClientServices@propio.com
913-381-3143

propio

Propio
Translation
Quality Review

Industry-Leading Translation Quality Review

Propio is an industry leader in Language Services
and our ability to accommodate client-specific workflows together with our quality assurance processes described below ensures the best quality, accuracy, cultural appropriateness, and consistency for Document Translation.

Linguistic Standards

- Selection of appropriate linguists (In-country, Certifications, Subject Matter Expertise, etc.)
- Translation and editing are performed by different linguists using the TEP model (Translation-Editing-Proofreading)
- Each of the two linguists have specific roles and tasks to complete. Each reviewer completes a QA/Revision form to evaluate the translation quality

Accuracy

With respect to content translation accuracy, Propio adheres to the industry standard developed by the Localization Industry Standards Association (LISA). Our translations are evaluated for:

- **Proper terminology**
- **Conveying the correct meaning**
- **Spelling and punctuation**
- **Omissions**
- **Sentence structure**

Propio also adopted our quality evaluation form from the SAE J2450 Translation Quality Metric Taskforce and LISA, which is used by every reviewer linguist for every project. Translation is done by one linguist and proofed/edited by a second linguist. Any translation that has an error rate over 1% is edited until it reaches a minimum of 99% accuracy. Final translated documents are not delivered to the client until this quality threshold is met.

In addition to each Translation being reviewed for accuracy, our Translators are continuously rated by clients and project managers. Each job is rated on a scale from 1 – 5 stars based on several factors, including both quality and timeliness. Should any linguist's overall rating dip below 4 stars, they will not be used for future work.

Propio's Powerful
Quality Assurance Checks

Wrong alphabet/characters

This check looks for characters in a different alphabet than the target language, such as Arabic characters in your document translated into English.

Date/Number Check

This check makes sure all numbers and dates present in the source document show up in the target document and in more sophisticated systems, that dates are properly localized. For example, in the U.S., we typically use a Month-Day-Year format, but many other places in the world use Day-Month-Year.

Punctuation

This check looks for double punctuation, different spacing around punctuation, different ending punctuation marks, missing punctuation and the like.

Forbidden terms

Where defined, such as in a style guide, the QA tools can check against a list of terms that should not appear in the target document. This can be vital to stay consistent with branding and to avoid terms with double-meaning or negative connotations.

Terminology check

Where defined in a terminology database, the QA tools allow one to dictate choices among similar terminology (we will call it a "flathead screwdriver" in every survey regarding tools, not a "standard" or "slotted" screwdriver) and overall consistency with brand voice.

Untranslated segments

This tool looks for any inadvertently untranslated text.

Text length

This tool looks for translated text that is substantially longer or shorter than the source text.

Consistency

This tool looks for identical words/phrases in the source text and makes sure the translations are likewise identical.

Spell check

Spell check in the target language.

Translator Quality Standards

All translators are required to hold either:

a) A college degree in translation;

b) A college degree in another field plus two (2) years of full-time translation experience

c) Three (3) years of full-time professional translation experience.

All Translators are also required to complete a 500-word timed translation sample.

This written translation test includes purposely challenging terminology, awkward phrasing and incorrect grammar to test the translator's skill in overcoming such challenges.

The test further requires the candidate to identify these challenges and explain how he/she overcame them to **successfully convey** the source text's meaning.

Each test is then assessed by a **trusted reviser** in the applicable language pair. The reviser will use the translated text along with the candidate's responses regarding the challenging language to issue a recommendation for or against contracting with the candidate.

Propio's Braille services are performed by transcriptionists and reviewers **certified by the National Library of Congress.**

Translators are certified by the ATA or an equivalent agency in their home country. However, because quality and certification standards vary markedly from country to country and not all countries offer translator certification, Propio developed an internal process for ensuring linguistic skill and subject matter expertise. In addition to the standard education and testing requirements previously described, linguists must meet the following additional requirements for each certification:

Medical Qualifications
- Have at least 1 year of full-time medical translation experience
- Pass Propio's medical terminology assessment
- Maintain a 4 / 5 rating or higher on evaluations by an experienced medical translation reviewer

Legal Qualifications
- Have at least 1 year of full-time legal translation experience
- Pass Propio's legal terminology assessment
- Maintain a 4 / 5 rating or higher on evaluations by an experienced Legal translation reviewer

Commercial Qualifications
- Have at least 1 year of full-time Commercial translation experience
- Pass Propio's Commercial terminology assessment
- Maintain a 4 / 5 rating or higher on evaluations by an experienced Commercial translation reviewer

Propio's Full Suite of Language Solutions Include:

Remote Interpretation

Transcription

On-Site Interpretation

WorkforceOS

ClientServices@propio.com
913-381-3143

propio 57

Propio Vu: a secure, intuitive, cloud-based translation and localization platform

Propio Vu allows a client's team members and Propio's linguists, reviewers, and project managers to collaborate through customized workflows to deliver accurate translations, easily and efficiently.

Propio Vu enables your users to log-in and access projects and information compatible with their access levels. All translation and localization-activity are centralized within Propio Vu including:

- Content upload
- Project quotation
- Translation and localization
- Communication between Propio project managers, client users and linguists

- Delivery of final products
- Storage of final products
- Translation memory databases
- Reference library for style and terminology guides

Benefits of Localization

Increase Sales Opportunities
When your content speaks directly to local audiences, you're better positioned to grow in new markets and increase revenue.

Improved Employee Communication
Clear translations of internal messages improve understanding and engagement among global teams, helping everyone stay informed and connected.

Build Team Cohesion
Localized internal content helps employees feel more connected and aligned, fostering a stronger, more unified company culture across different regions.

Reach New Markets
By adapting content for different languages and cultures, you can connect with a wider audience and extend your business's reach globally.

Benefits of Localization Cont.

Boost Visibility in Search Engines
Localized content helps your business appear in relevant search results for different regions, improving your online presence and making it easier for local customers to find you.

Ensure Legal Compliance
Many regions have specific language and cultural requirements for businesses. Localizing your content helps you meet these regulations and avoid potential legal challenges.

Reduce Miscommunication
Localizing content minimizes the risk of misinterpretations or confusion, providing clarity in language and cultural context that resonates with different regions.

Improve Customer Accessibility
Localized content makes it easier for customers to engage with your offerings, especially those who speak different languages, leading to a smoother and more satisfying user experience.

Turnaround times translating English documents to target language typically fall within the following parameters, depending on language pair:

Word Count	Turnaround Time	Notes
Up to 3,500 words	16-24 business hours (following approval of project quote)	Many 10-page documents fall within this category. A typical, 12-point Times New Roman page with double-spaced text and 1-inch margins contains 250 words. 250 words per page x 10 pages = 2,500 words.
3,501-6,000 words	32-48 business hours (following approval of project quote)	Many 10-page single-spaced documents fall within this category. A typical, 12-point Times New Roman page with single-spaced text and 1-inch margins contains 500 words. 500 words per page x 10 pages = 5,000 words.
6,001 words or more	32-48 business hours (following approval of project quote)	Determined on case-by-case basis.
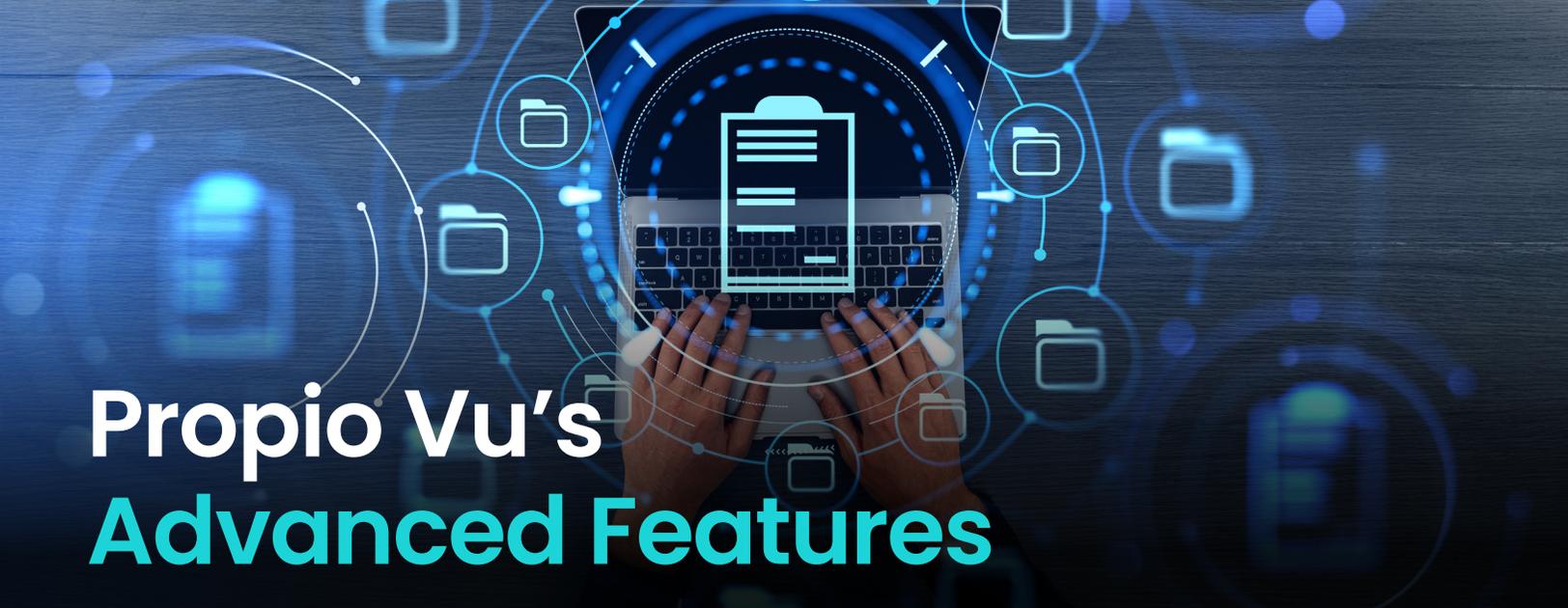
Propio Vu's
Advanced Features

Access Levels
Clients can assign authorization levels to help maintain confidentiality and data security.

Linguistic Assets
Individual translation memory databases are isolated, partitioned, and for use only for the client's projects.

Security
All content is stored using Microsoft Azure Cloud which is compliant with HIPAA, HITECH, FERPA, GDPR, international financial institution laws, as well as other industry-specific laws. Azure also offers SOC 1 Type 2, SOC 2 Type 2 and SOC 3 attestation reports.

Project Management Scheduling
Your users, Propio's project managers, linguists, and your internal subject matter experts can collaborate on projects via Propio Vu for scheduling purposes, progress reports, and messaging.

Easy Import/Export
Importing new files to be translated and exporting completed files is quick and easy. With virtually unlimited storage and upload/download capacity, even large files can be easily managed.

Visibility
Vu acts as a centralized database for all your linguistic assets, providing visibility into spend, trends, and a fully indexed global database.

File Format Independence
Vu supports more than 95 file formats from standard formats like those used in the Microsoft Office Suite (Word, Excel, PowerPoint, etc. or Adobe InDesign, to more unique formats like Visio or SAMI.

Reporting and Analytics
Robust reporting and analytics tools provide online, real-time, on-demand reporting options showing translation projects and status based on individual requestors, divisions, lines of business and countries.

Layered Translation Memory
Different from other translation memory systems, Propio Vu has two different types of translation memory: master translation memory and project memory.

Customizability
Nearly every aspect of the Propio Vu platform can be customized, including dashboards, order forms, work types and work flows, and authority levels.

APIs and Integrations
Propio Vu is a flexible, web-based platform that permits unique APIs and integrations to improve collaboration and make workflows more efficient.

Propio's Translation Process Is Secure and Easy. Simply:

1. Upload Content To Propio Vu
Create order in Propio Vu with one or more files into one or more languages, uploading the files, specifying the language(s), deadline, instructions, and cost center. Almost all the settings can be pre-populated based on the "Work Type." An order can have many files and different file formats.

2. Receive A Quote Within 4 Hours
Your project manager will analyze the content, count words, check documents and provide a custom quote.

3. Review & Approve Proposal In Propio Vu
All quotes and discussions on the project are stored and tracked in Propio Vu. Providing full transparency and detailed communication records to all client users.

4. Work Begins
Based on the qualifications you specify, your project manager will route your project to the right resources to ensure your project is completed accurately and on time.

6. Project Delivery
A notification email will be sent to the users you select, letting them know that the project is complete and available for download in Propio Vu.

7. Revisions
In the unlikely event revisions are needed, such revisions can be requested directly in Propio Vu. Your project manager will review your comments and collaborate with you and the linguist easily and securely in Propio Vu to ensure your complete satisfaction with the project.

Propio's Full Suite of Language Solutions Include:

Video-Remote Interpretation

Over-the-Phone Interpretation

WorkforceOS

Propio Link

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913-381-3143

propio

workforce **OS**

workforce OS

A simplified approach to resource and vendor management

Enhance your overall interpretation experience, improve your compliance-mandated data, and reduce the labor spent on manual processes by your language services staff

In the unpredictable environment of language services staffing, outdated, spreadsheet-based schedules and forecasts quickly become obsolete. Add to that the difficulty of growing patient wait times, while being challenged to foster an agile and dynamic team environment—even though your mix of in-house, agency, and third-party interpreters are increasingly dispersed—and the challenge of managing language services can seem overwhelming.

Key Capabilities

Interpreter Scheduling
Fast and accurate schedule optimization for in-patient, out-patient, and offsite locations.

Forecasting
Staff efficiently based on pre-scheduled appointments, while real-time EHR updates provide up-to-date census data on LEP population.

Communication Framework
Companion app, texting within platform, real-time job additions based on patient path.

Interpreter Efficiency
Interpreters can take on-demand phone and video calls for your organization between in-person assignments.

Patient data that flows to you
Eliminate unnecessary steps such as logging into EHR systems for patient appointments where interpreters are needed. Data is pushed from your EHR to WorkforceOS.

Automated Schedule Adjustment Plans
Auto-assign encounters to your staff, and for languages you can't support, automatically assign a remote, on-demand interpreter.

Reporting
WFOS stores all relevant data for language services encounters, and pushes key identifiers (like interpreter name and ID) to your EHR to ensure compliance with federal Title VI regulations.

Give your schedulers visibility to monitor real-time appointments

WorkforceOS allows you to manage all your language services from *one location*

With WorkforceOS, you can manage your in-house interpretation staff as well as your agency and third-party vendor outsourcing—all from one, easy-to-use platform that seamlessly integrates with your EHR. Plus, you can receive real-time updates on encounters and forecast based on census and historical need.

1. Real-time encounter data: Leverage state-of-the-art forecasting and scheduling with real-time encounter data from your EHR.

2. Effective collaboration: Empower your linguists to collaborate effectively wherever they are with a comprehensive communication platform.

3. Strategic scheduling: Schedulers have all the tools needed to execute a winning strategy that meets patients when and how they want to communicate.

3. Custom dispatch: Dispatch your in-house staff interpreters based on the urgency and sensitivity of the case.

Propio's Full Suite of Language Solutions Include:

Remote Interpretation

Transcription

On-Site Interpretation

Translation

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