

propio

Language Solutions,
Simplified

Response to:

Onondaga County Division of Purchase
John H. Mulroy Civic Center
412 Montgomery Street, 13th Floor
Syracuse, New York 13202

Request For Proposal For:

Language Translation and Interpretation Services
Solicitation No. 24COR-002

Submitted by March 26, 2025

By Scott Richey / Business Development Executive
10801 Mastin Street Suite 580, Overland Park, KS 66210
(816) 512 – 9616 / scott.richey@propio.com



Dear Procurement Team,

On behalf of Propio, I am pleased to submit our proposal for Onondaga County's language interpretation services in partnership with CoreTrust. As one of the largest language service providers in the world, we bring unparalleled expertise in delivering high-quality, reliable, and scalable language solutions for government agencies.

Propio has extensive experience supporting public sector organizations, including the **New York State contract, New York Department of Motor Vehicles, and Metro Transit Authority**, as well as major healthcare institutions like **NYC H+H, Montefiore, and Memorial Sloan Kettering**. Additionally, we have a strong track record of working with **Cooperatives and Group Purchasing Organizations** to deliver cost-effective and streamlined language access solutions.

Our proposal meets and exceeds all of Onondaga County's requirements, ensuring access to **accurate, culturally competent, and confidential interpretation services** across legal, medical, financial, virtual, and in-person settings. We operate **24/7/365**, guaranteeing reliable support at any time, including nights, weekends, and holidays. Our interpreters are carefully matched to each request based on **language proficiency, dialect, and cultural competency**, ensuring seamless communication in any scenario.

Propio also offers a suite of technological and operational capabilities to enhance service delivery:

- **Live operator assistance** for interpreter matching based on dialect and cultural nuances.
- **Efficient pre-connection protocols** for rapid interpreter response times.
- **Conference call capabilities** to facilitate multi-party interpretation sessions.
- **User identification systems** (PINs or access codes) for department-level usage tracking and billing.
- **Live customer support** for immediate assistance.
- **A single toll-free, nationwide access number** for all interpretation services.
- **Detailed service utilization tracking and reporting** to ensure transparency and accountability.
- **Comprehensive training and documentation** for all county departments, including both physical and web-based resources.

We are confident that our expertise, technology, and commitment to excellence make us the ideal partner for Onondaga County's language service needs. We look forward to the opportunity to support your mission and welcome any questions you may have about our proposal.

Thank you for your time and consideration. We look forward to the possibility of working together.

Best regards,

Scott Richey
Business Development Executive

- Executive
Summary

Unmatched Quality, Efficiency, and Value with Propio

At Propio, we are passionate about helping clients enhance efficiency, elevate service quality, and reduce costs. Our deep expertise in the public sector ensures seamless communication between people with limited English proficiency and government agencies, empowering better communication.

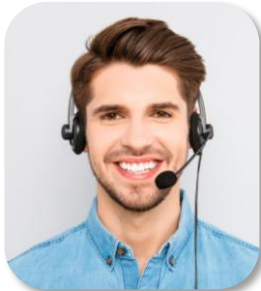
We strive to be a trusted partner and are committed to delivering innovative, high-quality solutions tailored to your needs. Below and on the following pages, we highlight the key advantages that set Propio apart and make us the ideal choice for Onondaga County and CORETRUST members across the country.

Expertise In The Public Sector

3,000+ public sector clients



20,000+
Qualified
Interpreters
for 350+
Languages,
Available
24/7/365



A Full Suite of Language Services



Over-the-Phone
Interpreting



Video Remote
Interpreting



In-Person
Interpreting



Document
Translation



Workforce OS
Scheduling
Software



Proficiency Testing

Enhanced Client Support



Dedicated
Implementation
Managers



Dedicated Client
Success Managers



Client Success
Administrators



An In-House
Marketing team

Unmatched Quality, Efficiency, and Value with Propio

By partnering with Propio, clients will enhance efficiency, benefit from a robust marketing and engagement strategy, and leverage state-of-the-art integrations with leading telehealth and EHR platforms.

Enhanced Efficiency

workforce OS

Designed With Your Unique
Challenges In Mind

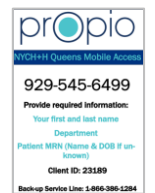


With Workforce OS your organization gains access to our extensive network of partners as well as a resource to better utilize your staff interpreters and vendors

Marketing & Engagement Strategy

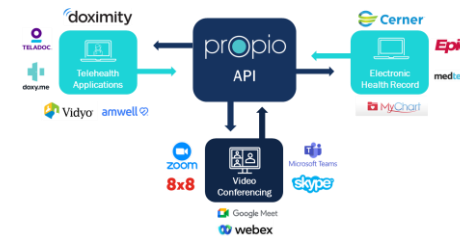
Propio's Marketing team is excited to support our partnership and actively contribute to its growth and success with:

- Custom Training Videos
- Tailored Collateral
- Dedicated Web Resources
- Engaging Email and Social Media Campaigns
- Event Sponsorship and Participation



State of The Art Integrations

We are compatible with many commonly utilized telehealth platforms such as doxy.me, Teladoc, Vsee, amwell, etc. We also support a variety of EHR platforms such as Sunrise, Epic, MyChart, Cerner, Med Tech and more.



Unmatched Quality, Efficiency, and Value with Propio

And by partnering with Propio, clients will gain access to state-of-the-art equipment, advanced data analytics for real-time decision-making, and exceptional value with transparent and competitive pricing.

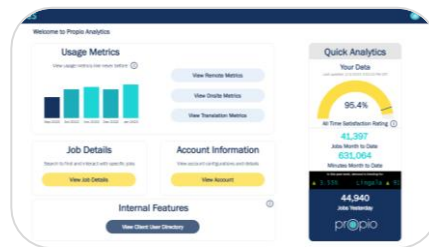
State of The Art Equipment



Advanced Data Analytics

Offering real-time information and complete transparency on service quality and connection times.

This data-driven approach empowers the hospital to make informed decisions and continuously optimize its language services for improved patient care and operational efficiency.



Exceptional Value

Simple, consistent, transparent pricing and great rates:

	Per Minute
OPI Spanish	\$0.50
OPI All Other Spoken Languages	\$0.75
VRI Spanish	\$0.75
VRI All Other Spoken Languages	\$0.75
VRI ASL	\$1.29

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1. Organizational *Information*

Propio started in 1998 and has grown to be the premier language services company in North America. The following pages provide further details on the services we offer and how Propio Plans to create a world-class partnership with you.

Four Industry Leaders Join Forces to Deliver Unmatched Expertise, Innovation & Value

In 2024, Propio acquired ASL Services, Akorbi and United Language Group (ULG), uniting four industry leaders to create an unparalleled powerhouse in the language services industry.

These mergers enhance the experience for clients of Akorbi, ULG, and Propio by providing access to advanced technology and delivering greater value.

We're excited to showcase our combined capabilities as a unified company under the Propio banner in the pages ahead.



› **Capacity:** 10,000 translators supporting 170+ languages, more than 20,000 interpreters available for 24/7 interpretation across 350+ languages, and robust operational support from 700+ employees worldwide, Propio delivers unparalleled language services at scale.

› **Expertise:** Our unified team comprises industry leaders in linguistics, technology, quality assurance, and project management, bringing decades of experience to meet the most complex client needs. Technology specialists, including machine translation engineers, localization experts, and data scientists, leverage AI and advanced tools to optimize workflows and enhance efficiency. Quality assurance professionals maintain rigorous standards, delivering translations that adhere to ISO certifications and exceed expectations.

This combination of expertise positions Propio as an industry leader in providing tailored, high-quality language solutions.

› **Technology:** By integrating the best tools and innovations from each company, we have streamlined processes and elevated service delivery to new heights. Leveraging cutting-edge AI and neural machine translation (MT) technologies, we are continuously optimizing and training MT engines for greater efficiency and accuracy. Additionally, our state-of-the-art CAT tools ensure seamless workflow optimization.

› **Value:** Leveraging operational efficiencies from streamlined processes and the scale of being one of the largest language services providers in the industry, Propio is able to offer an unmatched value proposition



Propio Is Proud To Be The Premier Language Services Company

Headquartered in Overland Park, Kansas, our mission is to leverage innovative technology and solutions to close the language gap – anytime, anywhere in the world. With a full scope of language services, fast connection times, best-in-class customer service, and the highest-quality interpreters in the industry, we're able to achieve our ultimate goal: making our clients' lives easier.

Organizational Structure and Background

Propio is a privately-held limited liability company (LLC) originally organized in Kansas in 1998

>700 Employees

>20,000 Interpreters

>350 Languages covered

Compliance



Size and Scope

>400 Million Minutes of remote (phone and video) interpreting annually

>100,000 Calls per day

>20,000 Accounts across all 50 states

>300,000 On-site Encounters annually

>250,000 Translation Projects annually

Ranked as a "Leader" on the 2023 Slator Language Service Provider Index*

Top 100 Global Language Service Providers 2023^

A Complete Scope of Language Services



Over-the-Phone Interpreting



Video Remote Interpreting



On-Site Interpreting



Translation and Localization of written, audio and video materials and websites including:

- Transcreation
- Desktop Publishing (DTP)
- Transcription
- 508 Remediation
- Apostille
- Copywriting
- Captioning

Propio Is Committed To Excellence

Propio proudly partners with leading industry organizations and GPOs, upholding the highest standards in language services.

Our commitment to rigorous quality control, ethical practices, and adherence to industry standards ensures that we provide exceptional support to sectors where accuracy and reliability are critical, including healthcare, government, and legal services.

Healthcare



HEALTHTRUST™



Industry & Public Sector



17 State Contracts & Counting



Propio Is Committed to Excellence in Data Security and Compliance

Proudly holding the following certifications:

ISO 17100 for Translation Services

a standard for translation services. It specifies requirements for all aspects of the translation process directly affecting the quality and delivery of translation services.

ISO 13485 for QMS

is a standard for quality management systems specific to the medical device industry. It outlines requirements for a QMS that can demonstrate an organization's ability to provide medical devices and related services that consistently meet customer and regulatory requirements.

ISO 27001 for ISMS

a standard for information security management systems (ISMS). It provides a systematic approach to managing sensitive company information so that it remains secure.

ISO 9001 for QMS

a standard for quality management systems (QMS). It is designed to help organizations ensure they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or service.

Soc 2 Type 1

SOC 2 Type 1 certification demonstrates that an organization has established the necessary controls and practices to safeguard sensitive data. It is an audit that evaluates the design of these controls at a specific point in time, focusing on security, availability, processing integrity, confidentiality, and privacy.



We are now in the process of completing our SOC 2 Type 2 audit and anticipate certification by April 2025.

HITRUST

HiTrust certification is a rigorous standard that verifies an organization's compliance with essential regulations and best practices for managing sensitive information, including healthcare and other critical data.



Propio's Remote Interpreting and Workforce OS platform has achieved HiTrust Certification, demonstrating our commitment to maintaining the highest level of data security and privacy for our clients.

Celebrating Excellence in Language Service

Propio is proud to showcase some of the awards and accolades we've earned within the language services industry over the years.

These honors validate the hard work, dedication, and passion our team brings every day to delivering top-quality language solutions.

Our CEO, Marco Assis, has also been recognized for his visionary leadership:

•**Ernst & Young Entrepreneur of the Year (2024)** – Honoring his entrepreneurial excellence.

•**Kansas City Business Journal NextGen Leaders (2023)** – Recognizing his leadership and industry impact.



Marco Assis
CEO & Partner

These achievements reflect Propio's unwavering commitment to excellence, innovation, and continuous growth, solidifying our position as a leader in the language services industry.



Leader Status on Slator's 2024 Language Service Provider Index & The Fastest Growing LSP In The World

The Slator Language Service Provider Index (LSPI) is a ranking and an index of the world's largest translation, localization, interpreting, and language technology providers.



Nimdzi Top 100 (Largest Language Service Providers in the World)

The Nimdzi Top 100 is a list of the top 100 most influential language service providers in the translation and localization industry throughout the world.



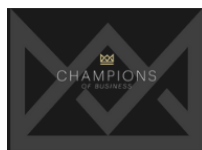
Inc. 5000 America's Fastest-Growing Private Companies (10th year winning in 2023)

Inc. 5000 is an annual list of the 5,000 fastest-growing private companies in the United States, compiled by Inc. magazine.



Ingrams Top 100 Fastest Growing Companies 2025 (#5 amongst Kansas City's Fastest-Growing Companies)

The Ingrams Top 100 Fastest Growing Companies award is an annual event that celebrates the Kansas City metro's fastest-growing companies.



KCBJ Champions of Business: 2022, 2023 and 2024

This award honors metro area for-profit companies that set the gold standard for financial performance, innovation and community involvement.

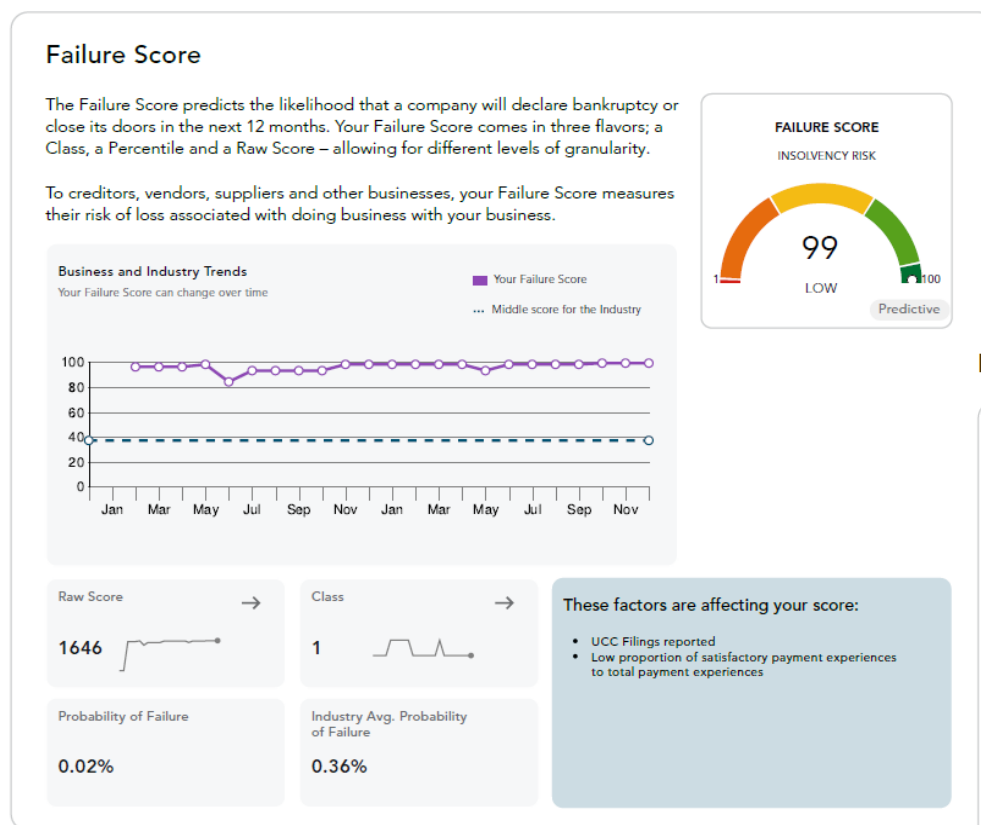
Propio Is A Trusted Partner with Proven Financial Stability

Propio's excellent Dun & Bradstreet (D&B) rating is a testament to our financial stability, reliability, and ability to meet obligations—key qualities of a dependable partner. This strong rating ensures that Propio has the financial resources to maintain seamless operations and scale services as needed, providing you with uninterrupted support you can count on.

Duns & Bradstreet Report

Propio's current D&B Rating is 1R2

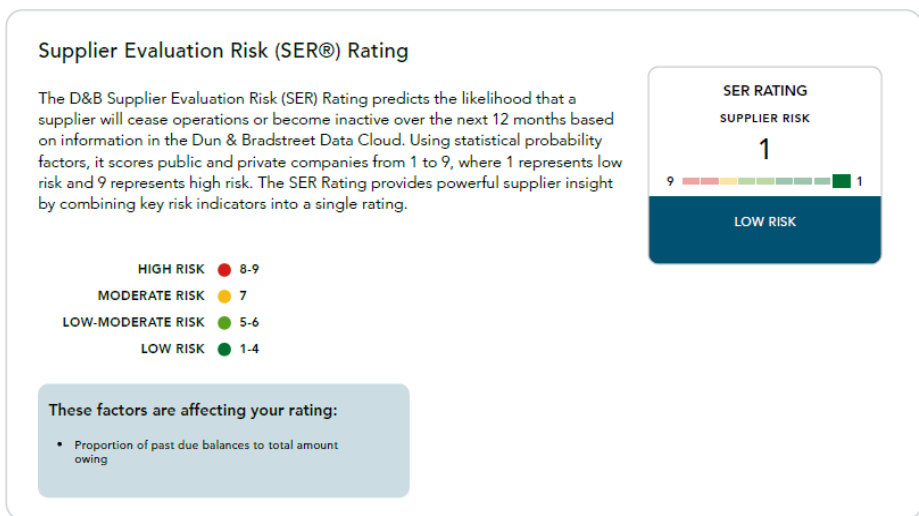
Risk Assessment - Scores and Ratings



Dun & Bradstreet Thinks:

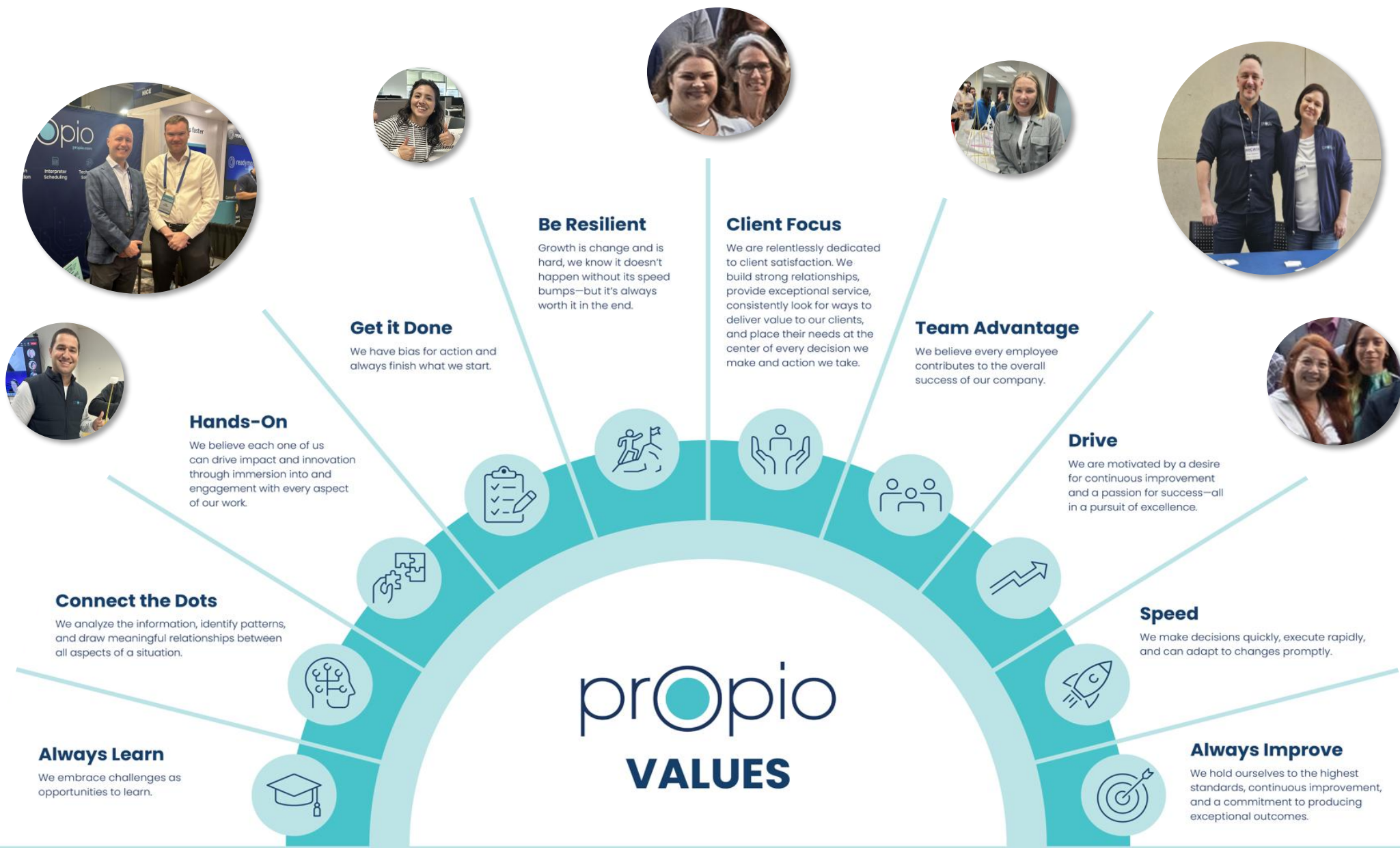
- Overall assessment of this organization over the next 12 months: **VERY STABLE CONDITION**
- Based on the predicted risk of business discontinuation: **STRONG LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the predicted risk of severely delinquent payments: **LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

Risk Assessment - Scores and Ratings



Our Values Are The Cornerstone Of Our Success

they guide our decision-making, foster a positive company culture, and build trust and integrity in our client relationships



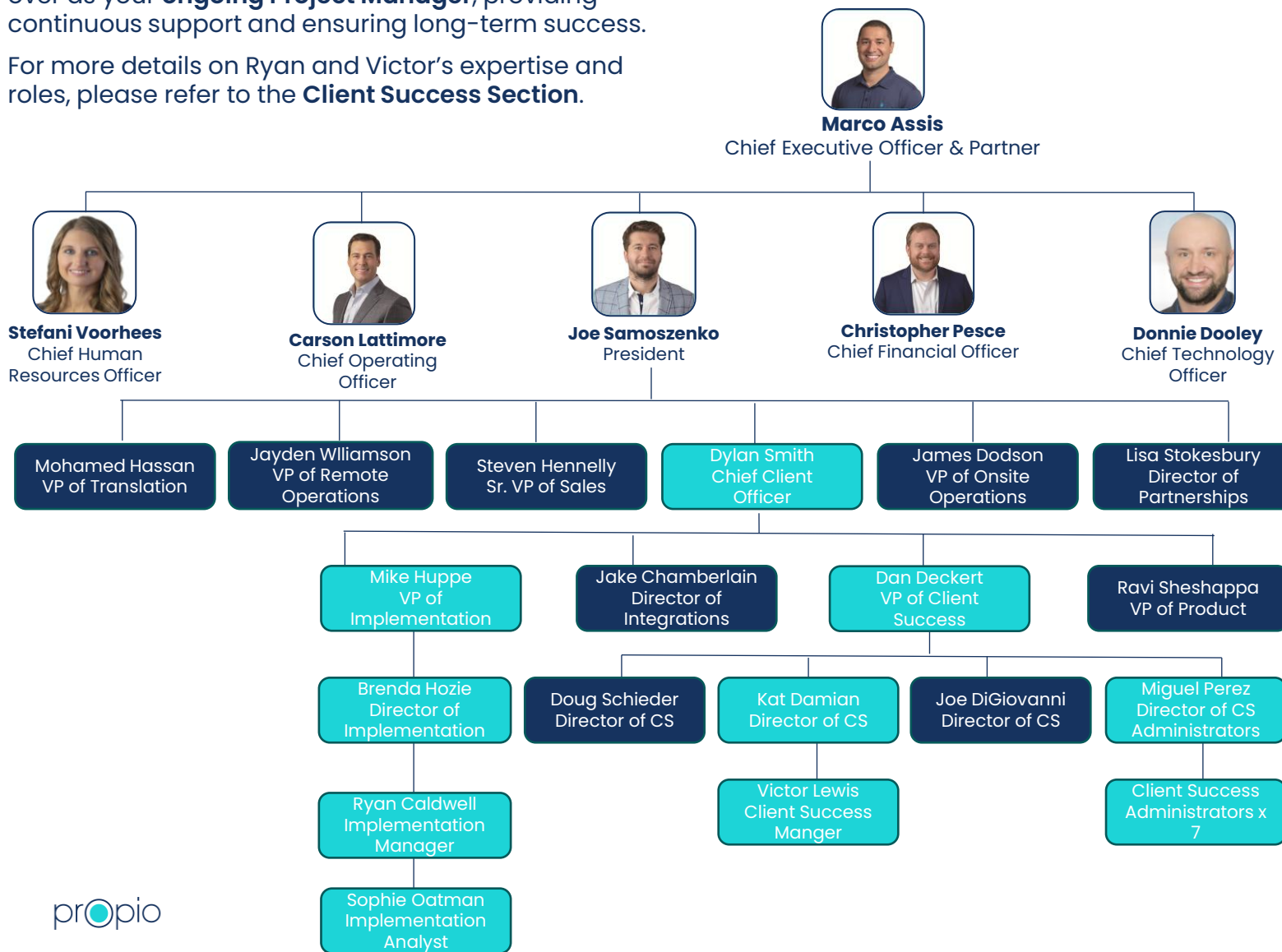
Empowering Communication with Over 700 Employees

To ensure a seamless experience, we've designated key team members who will work directly with agencies throughout the implementation and beyond.

- Ryan Caldwell** will be your primary contact during the **Implementation Phase**, serving as the initial Project Manager to ensure a smooth transition.

- Once implementation is complete **Victor Lewis** will take over as your **ongoing Project Manager**, providing continuous support and ensuring long-term success.

For more details on Ryan and Victor's expertise and roles, please refer to the **Client Success Section**.



>30,000 Linguists offer specialized support for over 350 languages, 24/7, 365



>20,000 Interpreters



>10,000 Translators

Propio has extensive experience with government contracts

Propio proudly serves over 3,000 state and local government agencies nationwide and maintains active partnerships across 17 state-level contracts. Highlights from our five largest state contracts are detailed on this page.

	State of Ohio	State of Indiana	State of Virginia	State of Illinois	State of Pennsylvania
Propio Has Provided Services Since	2015	2014	2012	2012	2014
Number of Agencies Served	441	776	679	229	376
Number of Remote Interpreting Minutes Annually	1,180,000	3,118,000	1,611,000	1,442,000	2,876,000
Remote Interpreter Satisfaction Rating	95%	97%	97%	95%	96%
Average Connect Time For Remote Interpreting	11 Seconds	9 seconds	10 seconds	13 seconds	10 seconds
Number of On-Site Appointments Annually	1,200	N/A	N/A	N/A	N/A
Number of Document Translation Projects Completed Annually	1,170	N/A	600	N/A	N/A

Examples of Projects

Propio has extensive experience partnering with state and county agencies nationwide, delivering reliable, responsive language solutions that enhance communication and accessibility.

County Partnerships Include:

- Kent County (MI)
- Los Angeles County (CA)
- Montgomery County (PA)
- Dekalb County (GA)
- Fairfax County (VA)
- Jackson County (NC)
- Jefferson County (AL)
- Multnomah County (OR)
- Wayne County (NC)
- King County (WA)
- Clackamas County (OR)
- Clark County (WA)
- Oakland County (MI)
- Hamilton County (OH)
- Luzerne County (PA)
- Miami County (OH)
- Macon County (NC)
- Wake County (NC)
- County of Denver (CO)
- Pulaski County (AR)
- Forsyth County (NC)
- Garfield County (CO)
- Durham County (NC)
- And hundreds more...

State Contracts Include:

- Indiana
- Pennsylvania
- Ohio
- Virginia
- Massachusetts
- New York
- Vermont
- Alaska
- South Dakota
- Maine
- Wisconsin
- Minnesota
- Utah
- Illinois
- Nevada
- Arizona
- Georgia

Propio has extensive experience partnering with colleges and universities nationwide, providing responsive language solutions that support student success, accessibility, and campus inclusivity. Trusted by higher education institutions across the country, Propio is a proven partner for meeting diverse language needs.



University of California Irvine



University of Kansas



St. Cloud State University



Ohio State University



Rutgers



Stanford University



University of Oklahoma



Wright State University



Vanderbilt University



University of Alabama



The University of Vermont

University of Vermont



University of Virginia



University of St. Thomas



Banner University Medicine

Banner University Medical Group



University of Texas Medical Branch

Propio Has Extensive Experience With Some Of The Nations Largest School Districts

Propio has extensive experience partnering with K-12 schools nationwide, providing reliable language solutions that strengthen family engagement, enhance student support, and ensure equitable access for diverse school communities. Trusted by districts and schools across the country, Propio is a proven partner in overcoming language barriers and fostering student success.



Districts: 56
Students: 200,000+
Services: OPI, Translation



Schools: 45
Students: 24,000+
Services: OPI, On-site, Translation



Schools: 118
Students: 46,000+
Services: OPI, Translation



Schools: 72
Students: 56,000+
Services: OPI



Schools: 48
Students: 35,000+
Services: OPI, Translation



Schools: 121
Students: 107,000+
Services: OPI



Districts: 852
Students: 1,880,000+
Services: OPI



Districts: 227
Students: 1,200,000+
Services: OPI, Translation



Districts: 1,093
Students: 1,700,000+
Services: OPI, On-site, Translation



Districts: 407
Students: 1,000,000+
Services: OPI



Schools: 20
Students: 11,000+
Services: OPI, Translation



Schools: 95
Students: 90,000+
Services: OPI, Translation

Our interpreters routinely provide assistance with:

- Registration and enrollment in school programs
- Requests for parent permission for student participation in activities
- Report cards and progress reports
- Handbooks and course information
- Student discipline policies and procedures
- Individual Education Program (IEP) meetings
- Student health and welfare
- Parent-teacher conferences
- Inbound/outbound parent communications

Propio has extensive experience partnering with emergency services agencies

Miscommunication in emergencies can lead to life-threatening delays or misunderstandings.

Propio ensures that callers can describe their emergencies accurately, and that emergency personnel can give clear instructions, improving the response time and effectiveness of emergency services.

Besides language, Propio interpreters bridge cultural gaps that may affect how individuals communicate distress or describe their situation.

Interpreters are trained in emergency scenarios and are sensitive to these nuances to help responders interpret the situation in a culturally appropriate way, ensuring that important contextual details are not missed.

With Over 50 Emergency Services Clients Including:

- **Kansas City Police Department**
- **State of Ohio 911**
- **Johnson County Sheriffs Dept**
- **Lucas County 911**
- **Wilson County Emergency**
- **Dekalb County 911**
- **DuPage County 911**
- **Salem 911 Operations**
- **City of Jacksonville 911**
- **Humboldt County 911**
- **Marion County 911**
- **Gordon County 911**
- **Hancock County 911**
- **Bonner County 911**
- **Rice County 911**

Propio has extensive experience in healthcare

We leverage this extensive expertise and experience to enhance our service delivery, ensuring accurate, compliant, and culturally sensitive communications

Some Of Our IDN Partners Include:



Memorial Sloan Kettering
Cancer Center



Banner Health®

UCI Health



Sutter Health

Avera 

CommonSpirit 

HealthPoint 

Montefiore

BOSTON MEDICAL CENTER



Baystate
Health

Propio Services Feature:

Expertise in Medical Terminology: Propio has a deep understanding of medical terminology and jargon. This expertise ensures accurate and reliable translations of complex medical information

High Standards of Accuracy and Compliance: Propio strictly adheres to regulatory standards, such as HIPAA compliance and 508 remediation.

Efficiency in Handling High Volumes: Hospitals often have high translation and interpretation demands, necessitating efficient processes and scalable solutions.

Access to Specialized Resources: Propio has access to a wide network of specialized translators and interpreters with expertise in various medical fields.

Cost-Effectiveness and Efficiency: Propio has optimized processes for cost-effective and efficient service delivery.

Our interpreters set the standard for healthcare industry experience

With over 400 million minutes of medical interpretation provided annually, Propio's interpreters are among the most qualified, experienced, and well-trained in the industry, delivering expertise to every interaction.

Propio interpreters have extensive experience with:

On-Demand Interpretation

providing immediate language support during patient intake, consultations, follow-up visits, and discharge instructions

Telehealth Support

seamlessly integrating into virtual visits, offering real-time language support for patients in their homes

Administrative & Consent Forms

assisting patients in understanding administrative paperwork, consent forms, and other legal documents, ensuring compliance and patient understanding

Family & Caregiver Communication

facilitating conversations between healthcare providers, patients, and their family members or caregivers, helping explain treatment plans, care instructions, and post-discharge care in a timely manner



Mental Health Services

supporting mental health professionals in providing therapy or counseling sessions, ensuring patients feel understood and supported during sensitive conversations

Patient Education & Training

supporting educational sessions including disease management, medication instructions, and post-operative care. Helping patients and families understand how to manage their health

Propio Is Proud To Have Deep Roots In Missouri and Kansas

Our presence in Missouri and Kansas is now more robust than ever, demonstrating our commitment to growth and superior service in the region. Propio's HQ is located in Overland Park KS. We are a part of the same community as BJC, with over 200 employees in the KS and MO areas.

Community Involvement:

- 2023 and 2024- Propio provided funds and volunteer hours to KS School for the Deaf, Harvester's Community Food Bank, and The Don Bosco Centers.
- 2023 and 2024- Propio partnered with Doctors Without Borders, Ronald McDonald House, Nourish KC, and KC Scraps.



MO & KS Customers:

>2.5

Million Minutes per Month

4.72/5

Quality Rating

<10.4 Secs

Seconds for Connection Times

>96%

Calls filled



Propio volunteers participating in Children's Mercy Kansas City's Dream Big Family Fest and Walk 2024, raising funds to support patients and their families while joining the larger Kansas City community.

Current MO & KS Customers:



Propio Has Over 270 Clients In New York Including:



Memorial Sloan Kettering
Cancer Center™

Memorial Sloan Kettering Cancer Center

Alexandra Forauer / Associate Director of Language Services

(212) 639 - 3783

1275 York Ave, New York, NY 10065

forauera@mskcc.org

Services: Over the phone and remote interpreting services provided from 2022 to present

Montefiore Health

Shaun O'Malley / Director of Patient Experience

111 East 210th Street, Bronx, NY 10467

(718) 920 - 4952

somalley@montefiore.org

Services: Over the phone and remote interpreting services provided from 2022 to present

Montefiore

Eastern Suffolk BOCES

Nassau BOCES

Gates Chili School District

BOCES Monroe 2-Orleans

Mount Sinai Health System

Weill Cornell Medicine - Center for
Global Health

New York State Center for School Health

Dept of Human Services, Residential
Repair

FLH Health

North Rose-Wolcott Central School
District

West Babylon Public Library

Amagansett Union Free School District

Dr. Izquierdo Health & Science Charter
School

RailWorks Corporation

Rush-Henrietta Central School District

BOCES Western Suffolk

Brighton Central School District

CHS Mobile Integrated Health Care, Inc

Harrison Central School District

Churchville-Chili Central School Dist.

SUNY Upstate Medical University

Melillo Center For Mental Health

Nassau University Medical Center

New York City Health + Hospitals

SUNY Downstate

Brookville Services for Children's Services,
Inc.

WFL BOCES_Wayne-Finger Lakes

Sun River Health

Wyckoff Heights Medical Center

Finger Lakes Community Health Center

Unmatched Quality, Efficiency, and Value with Propio

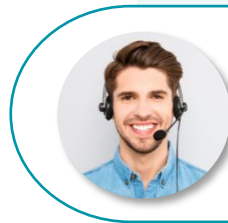
Propio is revolutionizing language services! what sets us apart from other language service providers are:

- 1. Rates about 30% less than our competitors:** We leverage operational efficiencies from streamlined processes and scale to provide clients with incredible value and cost savings.
2. Our intuitive and easy-to-use audio and video interpreting platform is **easily integrated with Epic** and other EHR and Telehealth platforms, enabling seamless communication and accessibility for healthcare professionals and patients.
3. Industry-leading connection times of **8 seconds for Spanish and less than 20 seconds for all other languages** prevent delays that could hinder the delivery of swift medical interventions and demonstrate attentiveness to patients' needs, contributing to a higher level of patient satisfaction and improving the operational efficiency of your staff.
4. Our ability to **service over 350 languages over the phone and 80 languages via video with qualified medical interpreters 24 / 7 / 365** ensures compliance with applicable regulations and provides for the consistent delivery of accurate and culturally sensitive healthcare.
5. Propio offers exceptional client support with **dedicated implementation and client success managers**, ensuring a smooth onboarding process and ongoing support.
- 6. State-of-the-art data analytics**, offering **real-time information and complete transparency on service quality and connection times**. This data-driven approach empowers clients to make informed decisions and continuously optimize their language services for improved patient care and operational efficiency.
- 7. Access to Workforce OS Scheduling Platform at a significantly reduced rate.** Workforce OS streamlines your scheduling, making it straightforward for you to manage your staff interpreters and third-party agencies.

• 2. Service *Delivery Plan*

Propio offers a full suite of services to meet all of your Language Services needs.

Propio offers a comprehensive suite of solutions to facilitate seamless communication across a variety of settings and industries



Over-the-Phone Interpreting

Dial a toll-free or local number, select from >350 languages and connect with an interpreter who can help you communicate, usually in less than 20 seconds. Available 24/7/365



Video Remote Interpreting

American Sign Language (ASL), Spanish and >80 other languages available on-demand, usually in less than 20 seconds, throughout the United States 24/7/365



In-Person Interpreting

Highly qualified interpreters will come directly to your location



Document Translation

Fast, accurate Written Translation & Localization Services For Written Documents & Digital Content In Over 110 Languages



Workforce OS Software

Simplify Scheduling, Communication, Reporting and HIPAA Compliance



Proficiency Testing For Bi-Lingual Staff

Language Proficiency / Comprehension ability / Basic conversation skills / Interpreting protocols / Interpreting skills and ethics / Knowledge of terminology

Seamless Remote Interpretation Solutions

- **24/7/365 access to over 350 languages**
- **Average connect time is 9 seconds for Spanish** and 16 seconds for all other languages
- **Intuitive and easy-to-use** audio and video platforms
- Compatible with any telephone or web-enabled device – **no special equipment is required** but we offer hospital-grade stands, iPads and Speakers if desired
- **Advanced functionality** including highly customized account configurations and the ability to **integrate with Epic** and most other EHR and Telehealth Solutions through our open API.



Compliance with Remote Interpretation Services Requirements

Propio affirms that we:

1. Provide **conference-calling services and capabilities** to support multi-party interpretation needs.
2. Offer **24/7/365 telephone interpretation services** for Limited English Proficiency (LEP) clients in a professional and industry-specific manner. We provide access to certified and specialized interpreters with expertise in medical and legal terminology. Our proposal includes details on languages available on demand.
3. Provide **Emergency Interpretation Services** during natural disasters or other crises, with the ability to support increased call volumes and accurate communication with the public. We are prepared to participate in emergency briefing activities when necessary.
4. Bill **telephone interpretation services in one-minute increments** at the per-minute rate, ensuring transparent and fair pricing.
5. Measure the **length of billable calls** from the time the interpreter is connected and ready to assist until the call is terminated by agency staff. **Response times are not included in the billable call time.**
6. Ensure that **wait times do not exceed five minutes**, including time spent in call menus, with dispatchers, or in interpreter queues.
7. Guarantee that an **interpreter will be connected within 45 seconds** of the request, **24/7/365.**
8. Provide a **secondary emergency number** for field units, emergency services (police, fire, ambulance), and other critical response teams.

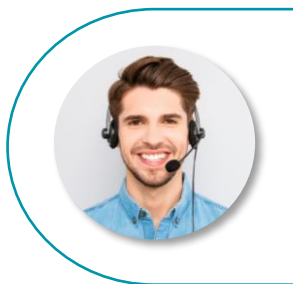
Compliance with Video Remote Interpreting (VRI) Requirements

Propio affirms that we:

1. Provide **24/7/365 access** to both telephone and video interpreting services for scheduled and unscheduled sessions. Details on language availability are included in our proposal.
2. Offer **on-demand VRI for American Sign Language (ASL) 24/7** to support emergency communications, including E911 services.
3. Employ interpreters proficient in **consecutive interpretation**, ensuring accurate and effective language transfer while maintaining the integrity of spoken or symbolic communication.
4. Provide **certified or specialized interpreters** for medical and legal settings, ensuring accurate use of industry-specific terminology. Our proposal specifies languages available on demand.
5. Ensure that **VRI technology is compatible** with desktop and laptop computers, common cell phones, tablets, and other electronic devices. Video systems meet the required **2-megapixel or better camera standards** or include approved complementary equipment.
6. Offer **VRI via mobile applications** for use in fieldwork and remote service settings.
7. Bill **VRI services in one-minute increments**, ensuring clarity in both standard and non-standard hour rates. Partial minutes are rounded up to the next full minute.

Over-the-Phone Interpreting

Available in >350 languages*,
24/7/365 with the fastest connect
times in the industry



Click On The Interpreter Icon To The Left
To See A 2-Minute Video Demonstration

Average Connect Time Is 9 seconds for Spanish calls and 16 seconds for all other languages. Connect times are tracked for every call and available through our client portal.

Ability To Select Male or Female Interpreters on demand, as needed, without having to make a reservation in advance

Unique DID (Direct Inward Dialing) phone numbers with local area codes for each department or agency allows you to skip the main menu and need to enter an access code. This enables faster access while capturing usage by department / agency. Or we can create one shared phone number (with local area code) and issue dedicated four-digit access codes to each department/agency or require callers to identify department/agency at the beginning of each call through an intake question.

Auto Attendant Menu programable to your organization's seven most used languages on speed dial (e.g., "1" for Spanish, "2" for Vietnamese, "3" for Arabic, etc.). Option "8" allows callers to say the name of the language (e.g., "Cantonese") into our voice recognition system or enter the applicable language code. We can also customize language menus for each department / agency to accommodate unique language mixes across your different business units.

Customizable Intake questions, if desired, our interpreters can capture supplemental information prior to beginning the interpreting session. Intake questions are optional and strictly for the benefit of the client for reporting or auditing purposes. Propio does not require any information to service the call. Examples of common intake questions: Caller's First/Last Name, Department/Agency Name, Limited English Speaker Name.

Free third-party dial-out (i.e., conference calling) for all OPI calls. Callers can dial their dedicated interpreting number and request a third-party dial-out by providing the patient's name and phone number to the interpreter. The interpreter will merge the calls and if needed, help leave a voicemail in the LEP's native language. This feature is ideal for follow-up calls and scheduling. Most of our competitors charge extra for this feature.

Limited English Participant (LEP) Direct Dial eliminates language barriers on the front end of inbound calls. The LEP can initiate a call by dialing a phone number, selecting their language, and connecting to an interpreter. The interpreter will then assist the LEP with connecting to a department or agency.

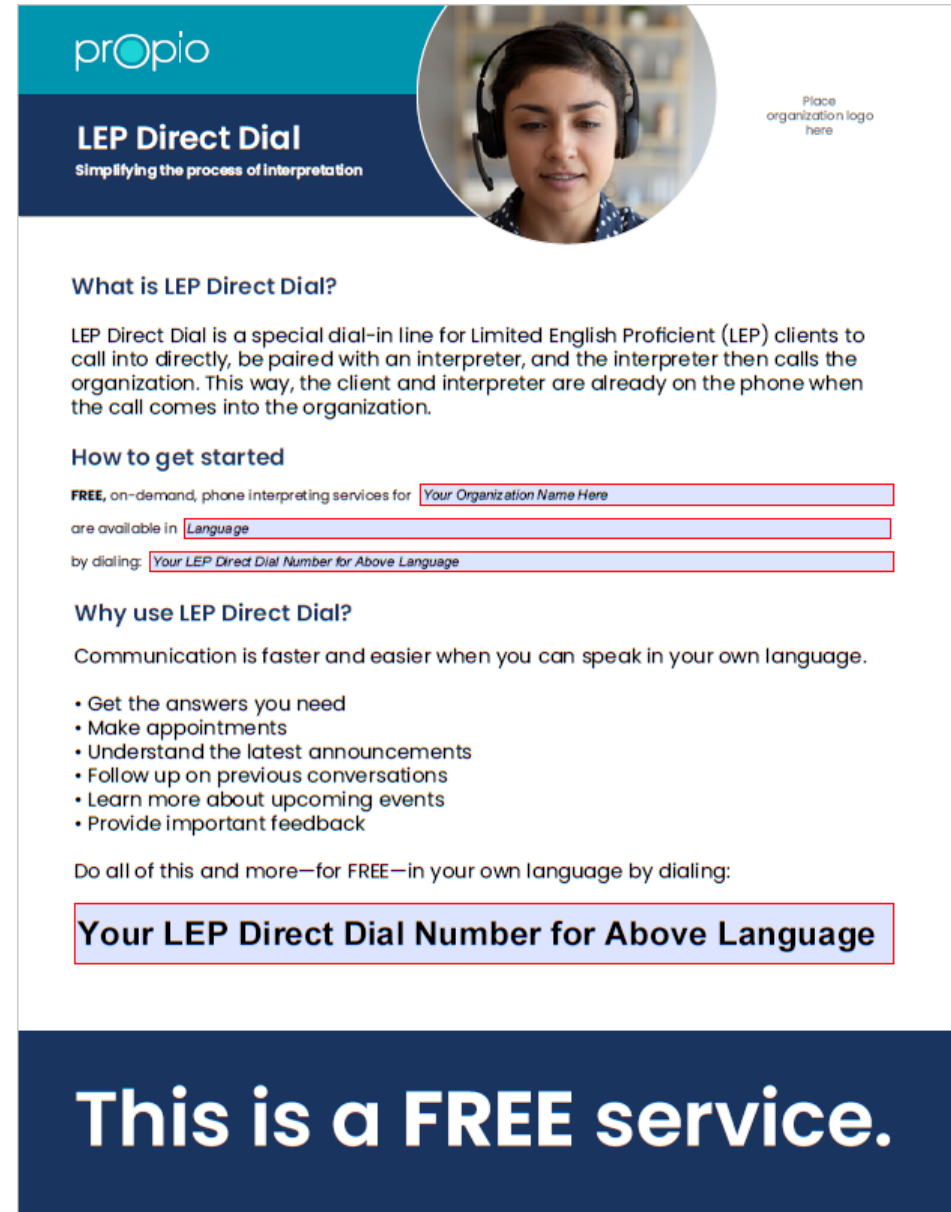
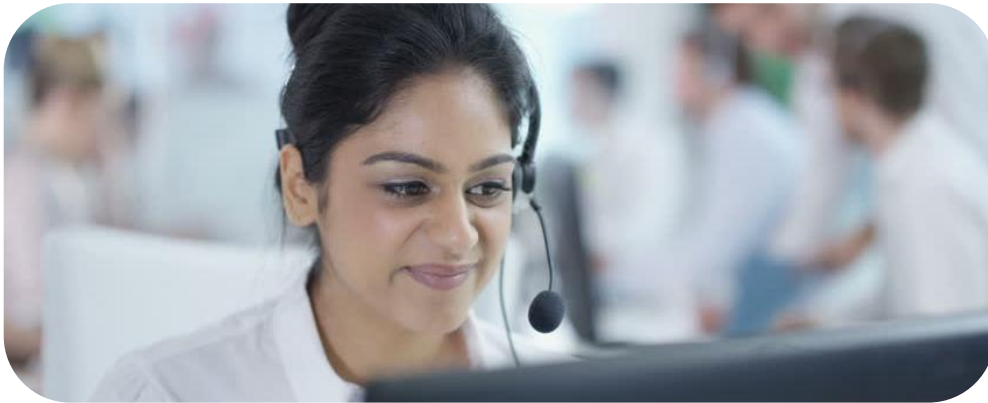
Limited English Participant (LEP) Direct Dial streamlines communication by removing language barriers at the start of inbound calls.

Here's how it works:

1. The LEP dials a designated phone number.
2. An interpreter connects to assist the LEP in reaching the appropriate department or agency.

To the right is an example of educational collateral designed to inform communities about this service. While this example is in English, **we will translate it into any necessary languages at no additional cost to ensure accessibility and inclusivity.**

This collateral can also be customized and formatted for digital platforms, including uploading to websites, sending via email, or sharing through text messages to maximize outreach and accessibility for all users.



propio

LEP Direct Dial
Simplifying the process of interpretation

Place organization logo here

What is LEP Direct Dial?

LEP Direct Dial is a special dial-in line for Limited English Proficient (LEP) clients to call into directly, be paired with an interpreter, and the interpreter then calls the organization. This way, the client and interpreter are already on the phone when the call comes into the organization.

How to get started

FREE, on-demand, phone interpreting services for

are available in

by dialing:

Why use LEP Direct Dial?

Communication is faster and easier when you can speak in your own language.

- Get the answers you need
- Make appointments
- Understand the latest announcements
- Follow up on previous conversations
- Learn more about upcoming events
- Provide important feedback

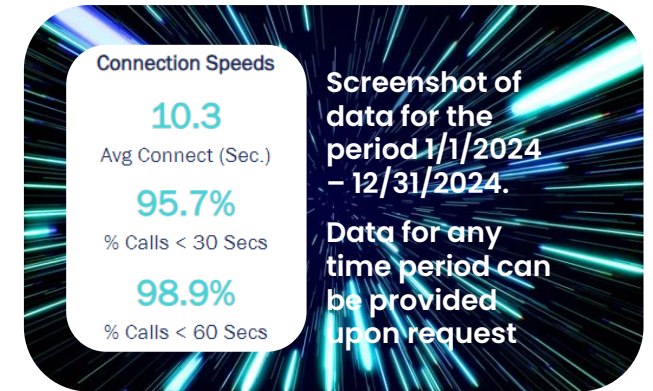
Do all of this and more—for FREE—in your own language by dialing:

This is a FREE service.

Propio Stands Out for Unmatched Speed & Reliability

Propio consistently delivers the fastest connection times in the language services industry, **averaging 10 seconds** and ensuring that **>95% of calls connect to an interpreter within 30 seconds** of identifying the client's language.

Through **advanced technology, robust operational processes, and a large network of skilled interpreters**, we maintain exceptional service standards for both Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI).



Scale and Resource Availability

Propio handles **400+ million minutes of interpretation annually** with over 20,000 interpreters across 350+ languages.

Our scale allows us to:

- Provide sufficient interpreter coverage, even for high-demand languages.
- Offer redundancy and flexibility to accommodate real-time demand fluctuations.

Data Driven Forecasting

•Historical Analysis: Propio analyzes historical call volume data to identify patterns, trends, and seasonality. This allows us to anticipate peak demand periods and allocate resources accordingly.

•Advanced Forecasting Models: Statistical models combine historical data, current trends, and upcoming client-specific factors to predict future call volumes accurately.

Interpreter Recruitment & Scheduling

Propio maintains a **rigorous recruitment process** to ensure a steady supply of skilled interpreters.

When forecasts indicate an increase in demand, our recruitment team:

- Quickly engages additional resources.
- Onboards interpreters with expertise in high-demand languages.
- Ensures all interpreters meet Propio's strict quality standards, including certifications and training.

Real-Time Monitoring and Adaptive Scheduling

Our **operations team** continuously monitors connection times for each language. This enables us to:

- Detect and address any signs of increased wait times in real time.
- Deploy **adaptive scheduling mechanisms** to reassign interpreters to meet demand spikes instantly.



Enhanced Capabilities For Rare Language Support

Propio's Extended Interpreter Network (EIN) ensures coverage when on-demand interpreters are unavailable

In the rare event an on-demand interpreter is unavailable, Propio call coordinators can notify interpreters directly to request coverage.

- Each interpreter has 30 seconds to accept the call.
- If no interpreter is available, coordinators will immediately contact the next interpreter.

Once an interpreter accepts, the call proceeds as usual with no additional steps required from the client

If the interpreter list is exhausted, coordinators can call back when an interpreter is available, route the call to a client-preferred Language Service Provider (LSP) or Propio's scheduling team for additional coverage.

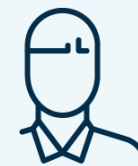
It's as Simple as:



Interpretation Request

CALL
ROUTED TO

On-Demand Propio Interpreter



IF NOT AVAILABLE ON-
DEMAND, THEN REROUTED TO



Propio Call Coordinator

REACHES OUT TO QUALIFIED
INTERPRETERS TO REQUEST
THEY TAKE THE CALL

Propio Interpreter

LOGS ON TO SERVICE THE CALL



Propio's average connection time for Over-the-Phone Interpretation is 11 seconds

Connection times for our top 50 Over-The-Phone Languages are detailed below:

Language	Avg. Connect Time In Seconds
Spanish	9
Haitian Creole	10
Arabic	12
Russian	17
Vietnamese	11
Portuguese	15
Mandarin	21
Somali	10
Dari	12
Pashto	12
Cantonese	19
French	19
Ukrainian	17
Swahili	12
Burmese	15
Bengali	13
Nepali	21
Korean	16
Kinyarwanda	15
Karen	13
Hmong	17
Amharic	18
Farsi	23
Tigrinya	16
Cape Verde Creole	15

Language	Avg. Connect Time In Seconds
Albanian	19
Punjabi	16
Polish	16
Cambodian	13
Turkish	21
Romanian	26
Oromo	19
Hindi	22
Urdu	14
Tagalog	18
Japanese	28
Gujarati	23
Thai	26
Armenian	33
Bosnian	27
Kurdish	16
Laotian	63
Hakha-Chin	11
Uzbek	63
Persian	19
Rohingya	53
Karenni	19
Lingala	50
Khmer	27
Italian	27

Languages listed may belong to a language family, and all languages, dialects, or spellings may not be noted.

Acehnese**
 Achi **
 Acholi **
Afar**
 Afrikaans**
Akan**
Akateco*
Albanian
Amharic
 Amoy
 (Xiamen Hokkien)**
Anuak*
 Apache**
Arabic
 Arabic (Algerian)
 Arabic (Egyptian)
 Arabic (Hassaniya)**
 Arabic (Jordanian)
 Arabic (Levantine)
 Arabic (Moroccan)
 Arabic (Sudanese)
 Arabic (Tunisian)
 Arabic (Yemeni)
 Arakanese**
 Aramaic
Armenian
 Ashanti*
ASL
 Azeri (Azerbaijani)**
 Bahasa Melayu
 Bajuni (Tikulu)
 Bambara**
 Bashkir**
 Basque**
 Bassa**
 Belarusian**
 Belize Creole English**
 Bemba**
Bengali
 Berber**
 Bini**
 Bisaya**
Bosnian
Bulgarian
Burmese
 Calabrese**
Cambodian
Cantonese
Cape Verdean
Creole
 Carolinian**
 Castellano (Castilian)*
 Catalan**
 Cebuano**

Chaldean
(Neo-Aramaic)**
 Chamorro**
 Cherokee**
 Chichewa**
 Chin
 Chin (Falam)
 Chin (Hakha)
 Chin (Lai)
 Chin (Lautu)**
 Chin (Mizo)
 Chin (Tedim)
 Chin (Zo, Zomi)**
Chin
 (Zophei/Zyphe)**
 Chinese (Hokkien)**
 Chinese (Lanyin)**
 Chinese (Toisanese)**
 Chin Matu**
 Choujo **
 Chuj**
 Chuukese**
 Cotocoli**
 Creole**
Croatian
 Cupik**
Czech
Danish*
Dari
 Dinka **
 Dioula (Dyula)**
 Dutch
 Dzongkha***
 Edo**
 Esperanto
 Estonian**
 Ewe**
 Fanti**
Farsi
Filipino
 Finnish**
 Flemish**
 Fon**
French
French Canadian
 French Creole
 Fukienses**
Fulani (Fula)*
 Fur**
 Fuzhou**
 Ga **
 Ganda**
 Garre**
Georgian*

German
 Gheg**
 Goya **
Greek
 Guarani**
 Guere**
 Guinea-Bissau
Gujarati
 Gusii (Ekegusii)**
 Hainanese**
Haitian Creole
 Hakka-Chinese
 Harari**
 Hausa**
 Hazaragi**
Hebrew*
 Hina**
 Hindko **
Hmong
 Hokkien**
 Hunan **
Hungarian*
 Ibanag
 Ibo*
 Icelandic**
 Igbo**
 Ilocano (Iloko)*
 Ilonggo (Hiligaynon)**
 Inabu Arabuc*
Indonesian
 IsiXhosa***
Italian
 Ixil**
 Jamaican *
 Jamaican Creole**
Japanese
 Jarai**
 Javanese*
 Jula**
 Kabye**
 Kachin**
 Kamba**
 Kandahari**
 Kanjobal (Q'anjob'al)**
 Kannada**
 Kapampangan**
 Kaqchikel**
Karen
Karenni
 Kayah**
 Kazak**
 Kazakh**
 Kejia
Khmer

Kikuyu (Gikuyu)**
Kinyarwanda
(Kinyamulenge)
 Kirghiz
Kirundi**
 Kisii**
Kiswahili
 Kituba**
 Kizigua**
 Kongo (Kikongo)**
 Konkani**
Korean
 Kosraean**
 Kotokoli**
 Kpelle**
 Krahn**
 Krio
 (Sierra Leone Creole)**
Kurdish
 Kurdish Badini**
 Kurdish Kurmanji**
Kurdish Sorani
 Kyrgyz**
 Lanzhou**
Lao (Laotian)
 Latvian*
Lingala
Lithuanian*
 Lorma (Loma)**
 Luganda**
 Luhya
 Luo**
 Macedonian*
 Mai Mai
 Maylay**
 Malagasy**
Malayalam
 Malaysian (Melayu)**
 Malinke**
 Mam**
 Manado Malay**
Mandarin
 Mandinka**
 Mara**
 Marathi**
 Marshallese**
 Masalit**
 Matu**
 Mbay**
 Mende**
 *Mien**
 Mina**
 Minangkabau**
 Mirpuri**

Mixteco Alto**
 Mixteco Bajo**
 Moldovan**
 Mon**
Mongolian**
 Montenegrin **
 Moore**
 Mushunguli**
 Navajo**
 Neapolitan**
Nepali
 Newari**
 Nigerian**
 Norwegian**
 Nuer**
 Oromifa
Oromo
 Patois
Pashto
 Pidgin**
 Pidgin
 (Cameroonian)**
Polish
 Ponapean/
 Pohnpeian**
 Popti**
Portuguese
(Brazilian)
 Portuguese
 (European)
 Portuguese Creole
 Pothwari**
Pulaar**
Punjabi
 Puxian**
 Qeqchi**
 Quechua**
Quiche (K'iche)**
Rohingya
 Romanian
 Runyankore**
Russian
Samoan*
 Sango**
 Sarahuli**
 Saraiki**
 Sarikoli**
 Senthang**
Serbian
Serbo-Croatian
 Shan**
 Shona**
 Sicilian**

Sinhalese**
 Siyui (Sizang)
Slovak**
Slovenian (Slovene)**
Somali
 Soninke**
Spanish
 Susu**
Swahili
Swedish
 Sylheti**
Tagalog
 Taiwanese*
 Tajik**
Tamil*
Telugu
 Tem**
 Temne**
 Teochew**
 Tetum**
Thai
Tibetan**
 Tigre**
Tigrinya
 Tongan**
 Trukese**
 Tshiluba**
Turkish
 Turkmen**
Twi**
Ukrainian*
Urdu
 Uspanteko**
 Uyghur**
Uzbek*
Vietnamese
 Visaya**
Wolof*
 Xhosa**
 Yiddish**
Yoruba*
 Yup'ik**
 Zapotec**
 Zulu**

(**Bold** indicates video (VRI) availability, either on-demand or pre-scheduled.)

Video Remote Interpreting

Available in American Sign Language and > 80 other languages, 24/7/365, with the fastest connect times in the industry



Click On The Interpreter Icon To The Left To See A 2-Minute Video Demonstration

Security and Confidentiality

For audio and video streams, data is first encrypted using the DTLS (Datagram Transport Layer Security) method.

Our system also encrypts video and audio data via the SRTP (Secure Real-Time Protocol) method ensuring that IP communications – i.e., voice and video traffic – cannot be heard or seen by unauthorized parties.

Any information captured or recorded is saved in encrypted files that reside behind a firewall on a secure server in a hardened facility.

We use HTTPS (also called HTTP over TLS, HTTP over SSL and HTTP Secure) as a layer of protection for secure communication over computer networks.

To protect the confidentiality and security of client/user information, no private health care information resides on the end devices (smartphones, tablets, or computers) of either the client or the interpreter

propio ONE



- Ability To Select Male or Female Interpreters on demand, as needed, without having to make a reservation in advance
- Available via web browser and as a mobile app
- Compatible with any smart device (phone/tablet) or computer
- Both web and mobile formats include video and audio-only capabilities
- Bandwidth as low as 5 Mbps is acceptable for clear video communication
- Our platform continuously tests interpreters network quality and will route calls to interpreters with the strongest connection for the best audio and video quality
- End-to-end data encryption, ensuring safe, private and secure real-time communications

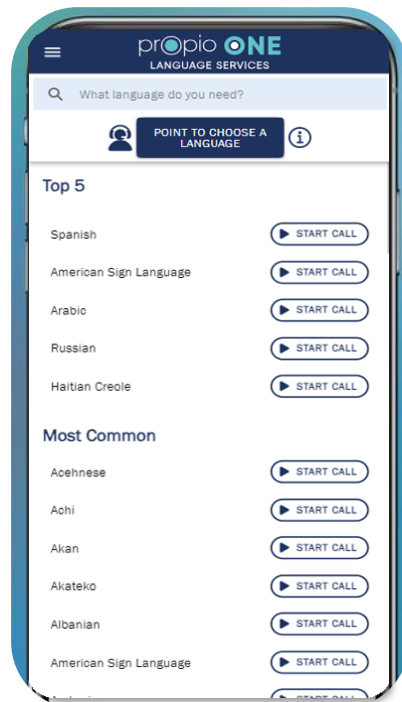
The Propio ONE App Enables Simple and Secure Remote Interpreting With Advanced Features Including:

300+ Languages In ONE App



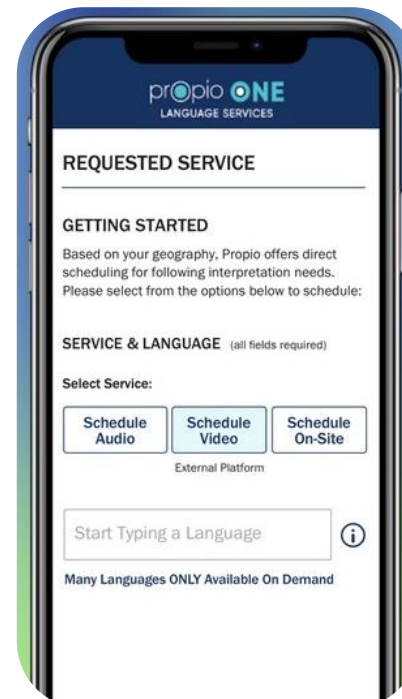
Access Propio's Full Language Catalog Anywhere, Anytime on Any Device

24 / 7 Phone & Video Capabilities



The language menu is configurable to your top 5 languages for even quicker access

On-Site & Remote Scheduling



Schedule services in advance at your convenience anywhere and anytime

Easily Add A 3rd Party



Invite additional participants to join an interpreting session at the touch of a button and at no additional cost

Advanced Features Continued:

Point to Your Language



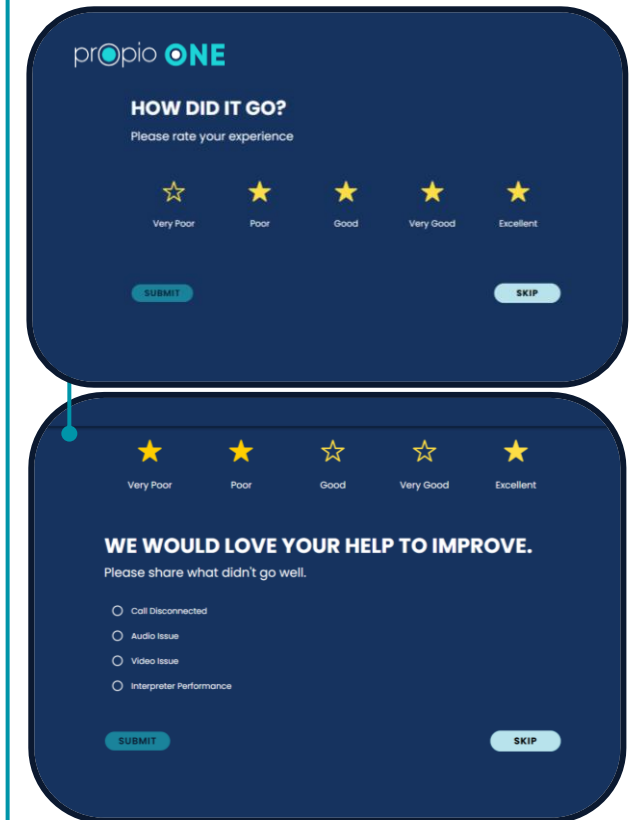
A comprehensive language list on the App helps your staff eliminate language barriers

Request a Specific Interpreter Gender



On the App, On – Demand without having to schedule an appointment

Provide Feedback After Every Call



With just a few simple taps



Propio's AI Interpreter Is Launching Mid to Late 2025

Coming Soon!

A cutting-edge AI solution designed to enhance communication in select healthcare interactions. This innovative tool will complement existing language services, **offering flexibility, efficiency, and value.**

How Propio's AI Interpreters Could Enhance Care and Efficiency

An AI interpreter could be utilized in a healthcare setting in several impactful ways, enhancing communication, efficiency, and patient care:

Patient Registration and Check-In

- Facilitating communication during intake processes, including verifying patient information, explaining forms, and collecting medical histories.
- Providing instant language support at kiosks or through mobile apps during self-service check-ins.

Administrative Support

- Assisting staff with scheduling, billing inquiries, or other administrative tasks by bridging language gaps with patients and their families.

Internal Communication

- Supporting non-clinical communication between staff and patients, such as dietary or housekeeping instructions.

Cutting-Edge Features Include:

- **Available in 50+ top languages**, ensuring broad coverage for diverse needs.
- **Easily accessible** through the user-friendly **Propio ONE app**.
- **No data retention required**, prioritizing privacy and security.
- **Customizable data integration** to enhance AI Interpreter reliability, similar to translation memory functionality.
- **Built-in quality control** to monitor and measure interpretation effectiveness.
- **Seamless transition** to a live interpreter at any time for added flexibility and support.



Propio ONE Features Simple and Secure Login with Single Sign-On (SSO)

SSO simplifies the user experience and enhances security by centralizing authentication into a single, trusted process.



Staff Benefits

- Streamlined login process
- Provides easier access to sensitive data needing secure authentication
- Ability for staff to utilize Propio ONE through cell phones, tablets, and workstations with client oversight.



Enhanced Security

- Centralized authentication
- Ability to restrict access for departed staff
- Reduce risk of weak passwords and password fatigue
- Improves compliance
- Ultimate control of devices in the field



Compliance

- Provides tracking of who starts a call, where it originates, and the duration of the call through Propio Analytics



Propio's Equipment Program Ensures Ease Of Access

Propio offers premium phones, tablets, and stands, suited to your needs and preferences.

Full Size Stands

9th gen iPads with Jabra speakers on a Tryten cart



- Adjustable tablet enclosure with lock for added security
- Concealed cable management system
- Mountable speakers
- Articulating arm for height adjustment
- Compatible with any tablet
- ISO certified design

Counter Stands

Counter stand, iPad, enclosure and keys



- Adjustable tablet enclosure with lock for added security
- Compatible with any tablet
- ISO certified design

Dual Handset Phones



Cordless and corded options pre-programmed with your most commonly used languages.

American Sign Language Remote Interpreting Service – Video

Interpreter Qualifications

In addition to the other qualifications previously discussed, all Propio ASL Interpreters Hold A Minimum Of One Of These State or National Certifications:

- Master Level Sign Language - American Sign Language Teachers Association (ASLTA)
- National Interpreter Certification (NIC) - Registry of Interpreters for the Deaf (RID)
- Certified Deaf Interpreter (CDI) - Registry of Interpreters for the Deaf (RID)

Key Statistics

- Propio has 375 Certified ASL Interpreters on staff
- 14 second Average Connect time to an ASL Interpreter



Easily add a virtual interpreter on your platform of choice 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 meetings without the hassle of additional software or complicated procedures.

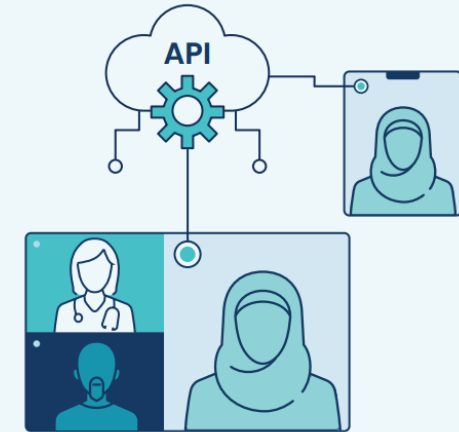
Benefits

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 needed.

Streamline the process of helping your LEP community.

Propio works directly with your video platform



Compatible with most video platforms including:



Microsoft Teams



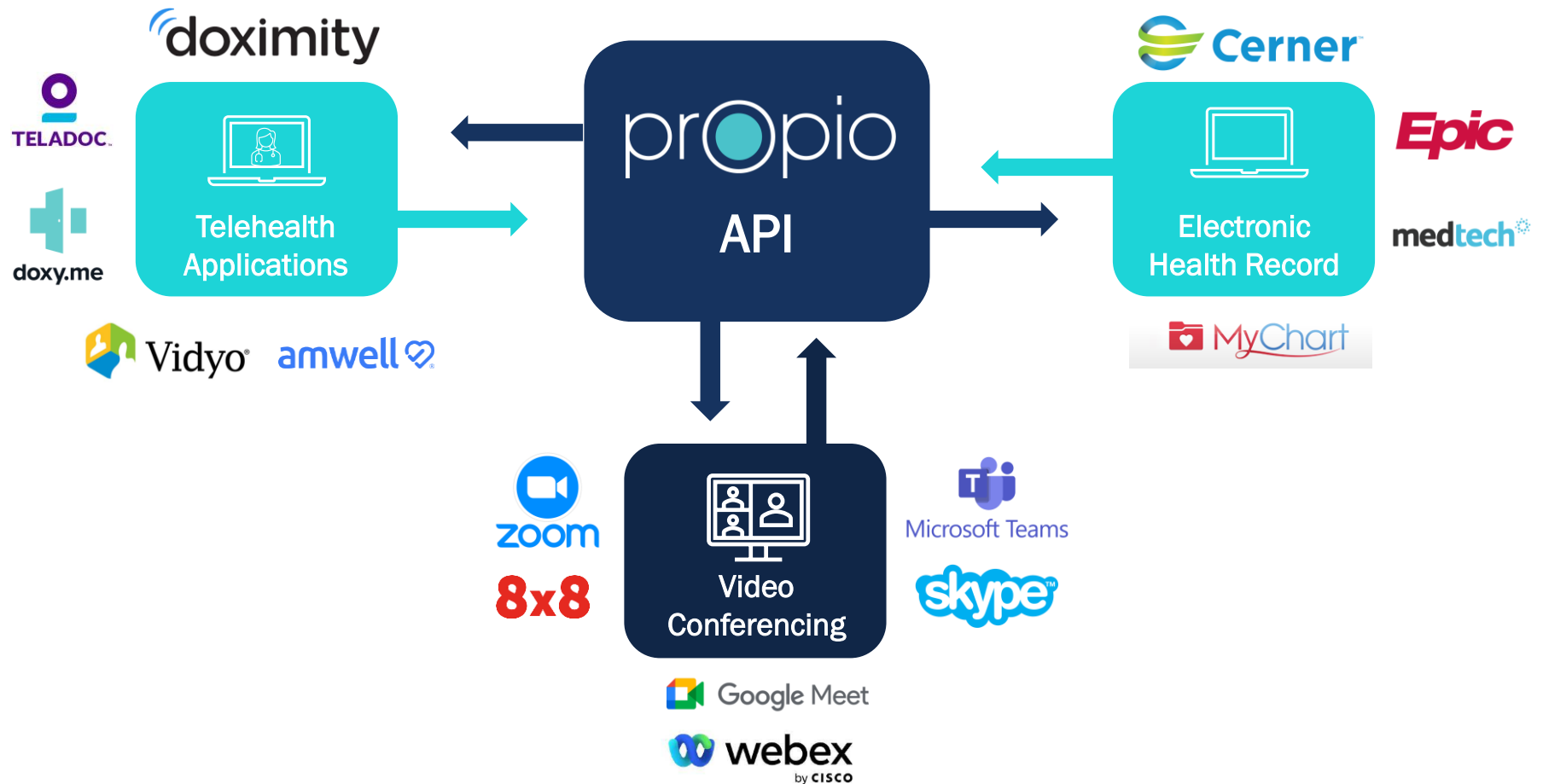
Common Uses In City Government Include:

- **Community Engagement Meetings**
- **Public Service Announcements**
- **Legal & Regulatory Hearings**
- **Educational Workshops**
- **Health & Social Services Appointments**
- **Public Safety Announcements**

We're Fully Capable Of Supporting Your Telehealth Needs

Our language interpretation platforms are able to integrate with your platforms and provide unlimited concurrent sessions plus we're multi-party visit compatible.

We are compatible with many commonly utilized telehealth platforms such as doxy.me, Teladoc, Vsee, amwell, etc. We also support a variety of EHR platforms such as Sunrise, Epic, MyChart, Cerner, Med Tech and more.



Reliable, High-Quality VRI Service That Exceeds Your Expectations

At the heart of Propio's VRI services is our proprietary software, designed to provide a seamless and intuitive user experience. The software is cloud-based, meaning it can be accessed from anywhere with an internet connection and is compatible with a wide range of devices, including desktops, laptops, tablets, and smartphones.

Based on end user feedback of our VRI services for the past 90 days, we are proud to report:

95.2%

Overall Satisfaction Rating



<0.8%

Reported Sound Quality Issues



<0.9%

Reported Video Quality Issues

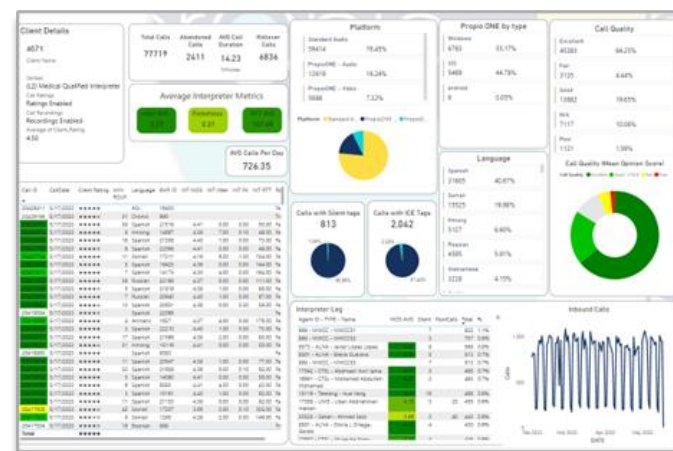


Propio takes a proactive approach to preventing and handling technical disruptions. **All of our interpreters have a hard-wired internet connection**, but our platform takes it one step further, **continuously testing interpreters' connection strength and routing calls to interpreters with the strongest connections**. Additionally, we have redundant systems in place to ensure that there is always a backup in case of a failure, and regularly test our systems to identify and address potential issues before they become a problem. **Our advanced analytics platforms enable us to monitor for jitter, packet loss,**

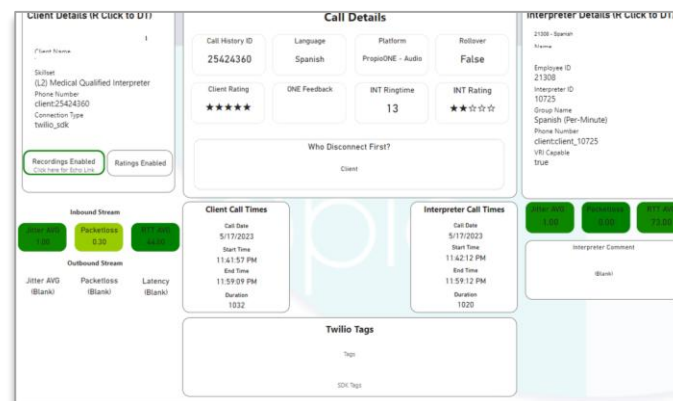
MOS and roundtrip time. We monitor these metrics at an aggregate as well as account specific level and are happy to include metrics for your account in quarterly reviews or in written reports as requested.

Propio's technological infrastructure is designed to provide a reliable and high-quality VRI service that meets the needs of our clients. If additional details are desired, Propio would be happy to host a discussion our IT Development team to provide additional information.

Aggregate Dashboard



Client Specific Dashboard



Requesting Services is Simple:

Over-the-Phone Interpretation

- 1. Dial your dedicated toll free or local number.**
- 2. Enter your access code. You can have as many or as few access codes as you'd like – depending on reporting and invoicing preferences.**
- 3. Select the language needed from our IVR menu.** Your IVR menu can be customized to your top languages.
- 4. Provide information to the intake questions you require on your account (*optional).**
- 5. Connect to an Interpreter!**

Video Remote Interpretation

- 1. Log into the Propio ONE app**
Devices can stay logged on with access code information
- 2. Select the language needed**
- 3. Select phone or video icon to be connected to the service of your choice**

*You can schedule services in advance, invite additional participants to join via text or email (at no cost), request a specific gender and access references such as "Point to Your Language" lists
- 1. Connect to an Interpreter!**

Translations

- 1. Upload Content To Vu**
- 2. Receive A Quote Within 4 Hours**
- 3. Review & Approve Proposal In Vu**
- 4. Work Begins**
- 5. Project Manager Review**
- 6. Project Delivery**
- 7. Revisions**

Connection times for our top 50 Remote Video Languages are detailed below:

Language	Avg. Connect Time In Seconds
Spanish	10
ASL	29
Vietnamese	11
Haitian Creole	14
Somali	11
Arabic	12
Portuguese	12
Mandarin	9
Dari	13
French	12
Russian	11
Pashto	14
Bengali	13
Hmong	8
Swahili	13
Korean	11
Cantonese	12
Italian	16
Ukrainian	14
Burmese	14
Amharic	16
Farsi	13
Kinyarwanda	14
Cambodian	12
Tigrinya	12

Language	Avg. Connect Time In Seconds
Creole	14
Hindi	12
Nepali	16
Punjabi	14
Urdu	13
Karen	14
Oromo	19
Polish	14
Albanian	8
Bosnian	13
Cape Verde Creole	13
Tagalog	10
Twi	8
Turkish	13
Persian	15
Bangla	14
Thai	9
Gujarati	14
Khmer	14
Romanian	18
Hakha-Chin	14
ASL-CDI	9
Japanese	11
Kirundi	13
Kurdish	10

Languages listed may belong to a language family, and all languages, dialects, or spellings may not be noted.

Acehnese**
Achi **
Acholi **
Afar**
Afrikaans**
Akan**
Akateco*
Albanian
Amharic
Amoy
(Xiamen Hokkien)**
Anuak *
Apache**
Arabic
Arabic (Algerian)
Arabic (Egyptian)
Arabic (Hassaniya)**
Arabic (Jordanian)
Arabic (Levantine)
Arabic (Moroccan)
Arabic (Sudanese)
Arabic (Tunisian)
Arabic (Yemeni)
Arakanese**
Aramaic
Armenian
Ashanti*
ASL
Azeri (Azerbaijani)**
Bahasa Melayu
Bajuni (Tikulu)
Bambara**
Bashkir**
Basque**
Bassa**
Belarusian**
Belize Creole English**
Bemba**
Bengali
Berber**
Bini**
Bisaya**
Bosnian
Bulgarian
Burmese
Calabrese**
Cambodian
Cantonese
Cape Verdean
Creole
Carolinian**
Castellano (Castilian)*
Catalan**
Cebuano**

Chaldean
(Neo-Aramaic)**
Chamorro**
Cherokee**
Chichewa**
Chin
Chin (Falam)
Chin (Hakha)
Chin (Lai)
Chin (Lautu)**
Chin (Mizo)
Chin (Tedim)
Chin (Zo, Zomi)**
Chin
(Zophei/Zyphe)**
Chinese (Hokkien)**
Chinese (Lanyin)**
Chinese (Toisanese)**
Chin Matu**
Choujo **
Chuj**
Chuukese**
Cotocoli**
Creole**
Croatian
Cupik**
Czech
Danish*
Dari
Dinka **
Dioula (Dyula)**
Dutch
Dzongkha***
Edo**
Esperanto
Estonian**
Ewe**
Fanti**
Farsi
Filipino
Finnish**
Flemish**
Fon**
French
French Canadian
French Creole
Fukienese**
Fulani (Fula)*
Fur**
Fuzhou**
Ga **
Ganda**
Garre**
Georgian*

German
Gheg**
Goya **
Greek
Guarani**
Guere**
Guinea-Bissau
Gujarati
Gusii (Ekegusii)**
Hainanese**
Haitian Creole
Hakka-Chinese
Harari**
Hausa**
Hazaragi**
Hebrew*
Hina**
Hindko **
Hmong
Hokkien**
Hunan **
Hungarian*
Ibanag
Ibo*
Icelandic**
Igbo**
Ilocano (Iloko)*
Ilonggo (Hiligaynon)**
Inabu Arabuc*
Indonesian
IsiXhosa***
Italian
Ixil**
Jamaican *
Jamaican Creole**
Japanese
Jarai**
Javanese*
Jula**
Kabye**
Kachin**
Kamba**
Kandahari**
Kanjobal (Q'anjob'al)**
Kannada**
Kapampangan**
Kaqchikel**
Karen
Karenni
Kayah**
Kazak**
Kazakh**
Kejia
Khmer

Kikuyu (Gikuyu)**
Kinyarwanda
(Kinyamulenge)
Kirghiz
Kirundi**
Kisii**
Kiswahili
Kituba**
Kizigua**
Kongo (Kikongo)**
Konkani**
Korean
Kosraean**
Kotokoli**
Kpelle**
Krahn**
Krio
(Sierra Leone Creole)**
Kurdish
Kurdish Badini**
Kurdish Kurmanji*
Kurdish Sorani
Kyrgyz**
Lanzhou**
Lao (Laotian)
Latvian*
Lingala
Lithuanian*
Lorma (Loma)**
Luganda**
Luhya
Luo**
Macedonian*
Mai Mai
Maylay**
Malagasy**
Malayalam
Malaysian (Melayu)**
Malinke**
Mam**
Manado Malay**
Mandarin
Mandinka**
Mara**
Marathi**
Marshallese**
Masalit**
Matu**
Mbay**
Mende**
*Mien**
Mina**
Minangkabau**
Mirpuri**

Mixteco Alto**
Mixteco Bajo**
Moldovan**
Mon**
Mongolian**
Montenegrin **
Moore**
Mushunguli**
Navajo**
Neapolitan**
Nepali
Newari**
Nigerian**
Norwegian**
Nuer**
Oromifa
Oromo
Patois
Persian
Pidgin**
Pidgin
(Cameroonian)**
Polish
Ponapean/
Pohnpeian**
Popti**
Portuguese
(Brazilian)
Portuguese
(European)
Portuguese Creole
Pothwari**
Pulaar**
Punjabi
Puxian**
Qeqchi**
Quechua**
Quiche (K'iche)**
Rohingya
Romanian
Runyankore**
Russian
Samoan*
Sango**
Sarahuli**
Saraiki**
Sarikoli**
Senthang**
Serbian
Serbo-Croatian
Shan**
Shona**
Sicilian**

Sinhalese**
Siyin (Sizang)
Slovak**
Slovenian (Slovene)**
Somali
Soninke**
Spanish
Susu**
Swahili
Swedish
Sylheti**
Tagalog
Taiwanese*
Tajik**
Tamil*
Telugu
Tem**
Temne**
Teochew**
Tetum**
Thai
Tibetan**
Tigre**
Tigrinya
Tongan**
Trukese**
Tshiluba**
Turkish
Turkmen**
Twi**
Ukrainian*
Urdu
Uspanteko**
Uyghur**
Uzbek*
Vietnamese
Visaya**
Wolof*
Xhosa**
Yiddish**
Yoruba*
Yup'ik**
Zapotec**
Zulu**

(Bold indicates video (VRI) availability, either on-demand or pre-scheduled.)

Unmatched Translation Quality and Exceptional Customer Service

- **ISO 17100, ISO 9001 and ISO 27001 and ISO 13485 Certified**
- We offer a **full suite of translation services for over 125 languages** (translation, localization, transcription, video subtitling and voicover, Desktop Publishing and 508 remediation)
- Our **secure, intuitive and collaborative web platform** makes submitting, receiving and storing projects simple
- **Dedicated project managers**
- **The best linguists in the industry** and our adherence to the **TEP (translate, edit, proofread) protocol** ensure the best quality translations



Propio affirms that we:

1. Provide **written document translation services** for all languages we offer, including a listing of additional available languages in our proposal.
2. Translate documents **from English to the target language and from the target language to English** as required.
3. Offer **review, editing, and proofreading services** for previously translated documents to ensure accuracy and consistency.
4. Manage document translations electronically for efficiency and security.
5. Accept **source language documents** via **email, facsimile, U.S. postal service, courier delivery, and other electronic means (PDF, Word, flat files, etc.)**.
6. Return completed translations **electronically**, preferably via email. If the document is too large for email transmission, we accommodate delivery via **Read/Write CD, DVD, or flash drive** as needed.
7. Provide **printed copies** upon request and coordinate overnight courier services when pre-approved by the Department.
8. Ensure that all translations:
 1. Are **accurate, properly formatted, and culturally appropriate**
 2. Maintain **correct spelling, grammar, and syntax**
 3. Are structured appropriately for the **target audience's reading level**
 4. Consider **regional dialects and idiomatic expressions**
 5. Retain the **original document's layout and formatting**
9. Utilize **universally accepted software** compatible with source documents, including Microsoft Word, Excel, PageMaker, QuarkXPress, and other industry-standard tools.
10. Implement **quality assurance measures**, including:
 - Proofreading and editorial review** before delivery
 - Peer review of translations** for accuracy and consistency
 - Field testing of materials**, when applicable
 - Sampling within the target audience** to ensure effectiveness in language and imagery

Turnaround Times for Standard Translation Services

Propio adheres to the following service-level agreements:

- Routine translations of **20 pages or fewer** are completed within **five (5) business days** for electronic submissions or **seven (7) business days** for mailed deliveries.
- Translations exceeding **20 pages** are completed within **one (1) week, plus one (1) additional day for every 10 pages** or portion thereof.

Expedited Translation Services

Propio offers **expedited translation** for urgent requests, ensuring:

- Translations of **up to 10 pages** are completed within **one (1) business day** for electronic submissions or **two (2) business days** for mailed deliveries.
- For **emergency events** (e.g., natural disasters, public safety emergencies):
 - **Up to 10 Spanish-language press releases (1 page each) per month** will be completed in **under 3 hours**.
 - **Up to 10 press releases in other languages (1 page each) per month** will be completed in **under 5 hours**.

Billing for Translation Services

Propio's **billing structure** complies with all outlined requirements:

- 1. Word count-based pricing** using Microsoft Word's word count feature.
- 2. Per-word billing** for documents exceeding **150 words**.
- 3. Flat-rate billing** for documents under **150 words** or minor revisions to previously translated content.
- 4. Minimum formatting charge** for requests requiring only formatting adjustments (no translation).

Unallowable Billing Costs

Propio **will not** allocate funds toward unallowable costs, including:

- Political or religious advocacy, lobbying, or fundraising
- Factually incorrect or misleading information
- Default debts, fines, penalties, or financial interest payments
- Entertainment, food, celebrations, or advisory board compensation
- Costs associated with proposal/bid development or federal matching requirements
- Rental fees for Department-owned equipment or spaces
- Capital expenditures for land, buildings, or inpatient services

Propio's Translation Capabilities Include:

- **Document Translation** – The communication of the meaning of a source-language text by means of an equivalent target-language text. Available for documents, forms, reports, guides, collaterals, procedure manuals and other types of written, audio and video materials into 125+ languages. (Propio specializes in Medical, Legal and Insurance industry translation).
- **Localization** – Translating the source files and adapting its content to the needs and norms of the target country or market. Available for written, audio, video, software, websites, mobile, and eLearning content.
- **Transcreation** – Unlike standard translation solutions, which seek to create as exact a match as possible between the source and target languages, transcreation is a creative process that emphasizes original copywriting over simply translating written copy. Messages, concepts, and branding are preserved while the language and format are adapted to deliver the highest impact in the target market.
- **Desktop Publishing (DTP)** – When text is translated into another language, the formatting in the original language may no longer apply (i.e. a language that reads from left to right into a language that reads from right to left). DTP adjusts for font, margin size, section breaks, alignment of text and illustrations, sub-headings, etc. to deliver an accurate reproduction of the source material in the target language.
- **Transcription** – the conversion of speech to text whether captured live, from audio or video. Once converted, the text can be translation into another language, such as for subtitling
- **508 Remediation** – making PDF documents accessible to people with disabilities, in accordance with Section 508 of the Rehabilitation Act of 1973.



Our Document Translation and Localization Processes

Written Translation & Localization Services For Documents & Digital Content In Over 150 Languages

Propio's secure, cloud-based translation platform "Vu", allows a client's team members, and Propio's linguists, reviewers and project managers to collaborate together through customized workflows to deliver accurate translations, easily and efficiently.

- Content Upload
- Project Quotation
- Translation and Localization
- Communication among Propio Project Managers, Client Users and Linguists

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



Please click on the icon to see a 2-minute video overview of our translation platform Vu

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

- Delivery of Final Products
- Storage of Final Products
- Translation Memory Databases
- Reference library for style guides, terminology guides, and the like

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	At least 48 business hours	Determined on case-by-case basis.

Our process is ISO 17100:2015 certified

As described below, Propio maintains compliance with the ISO 17100 standard by:

- ✓ **Human Resources:** Employing translators who meet at least one of these educational and professional prerequisites:
 - ✓ A recognized graduate qualification in translation from an institution of higher education.
 - ✓ A recognized graduate qualification in any other field from an institution of higher education, plus two years of full-time professional experience in translating.
 - ✓ Five years of full-time professional experience in translating.
- ✓ **Translator Competence:** Translators demonstrate the competences of translating, linguistic and textual competence in both the source and target languages, research competence, cultural competence, technical competence, and domain competence through a specialized test.
- ✓ **Continuing Professional Development:** Translators are expected to continually update their skills and knowledge.
- ✓ **Professionalism:** All personnel involved in translation projects must maintain professional conduct and adhere to applicable codes of ethics.
- ✓ **Technological Resources:** Propio utilizes appropriate technology and tools throughout the translation process, including translation memory tools and terminology databases. Please see the following pages for details.
- ✓ **Pre-production Processes and Activities:** Propio properly handles client inquiries, providing quotes within 4 hours, and defining project specifications. This includes the necessary steps to ensure confidentiality agreements, and securing information and data.
- ✓ **Translation Process:** Propio ensures a structured workflow that includes translation, checking, revision (by a second linguist), review, proofreading, and final verification of the translation against client requirements.
- ✓ **Post-production Processes:** Propio has feedback mechanisms to receive client feedback, and make necessary corrections.
- ✓ **Quality Management System:** Propio has a quality management system that includes documented procedures and monitoring mechanisms for ensuring quality translations services (please see the following page for details).
- ✓ **Record Keeping:** Propio maintains comprehensive records of all aspects of the translation process, client feedback, and quality management activities.
- ✓ **Client Service Management:** Propio regularly reviews and updates our service protocols to meet client expectations and requirements, and ensure client satisfaction.

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

1. Order Creation: The process begins with the creation of an order in the Vu system. This includes the provision of a custom quote within 4 hours.

2. Optical Character Recognition (OCR) Requirement Check: The document is assessed to determine if OCR is needed to digitize text for editing.

3. Editing Requirement Check: The document is evaluated to decide if human editing is required before translation.

4. Human Editing: If editing is deemed necessary, the document undergoes human editing to prepare it for translation.

5. Layout Creation: The initial layout of the document is created or adjusted, presumably to match the format of the original document.

6. Translation: The core translation of the document's text is carried out from the source to the target language.

7. Revision: After translation, the document undergoes a revision process to ensure accuracy and fidelity to the original text.

8. Target Layout Creation: The layout for the translated document is created, likely mirroring the layout of the source document in the target language format.

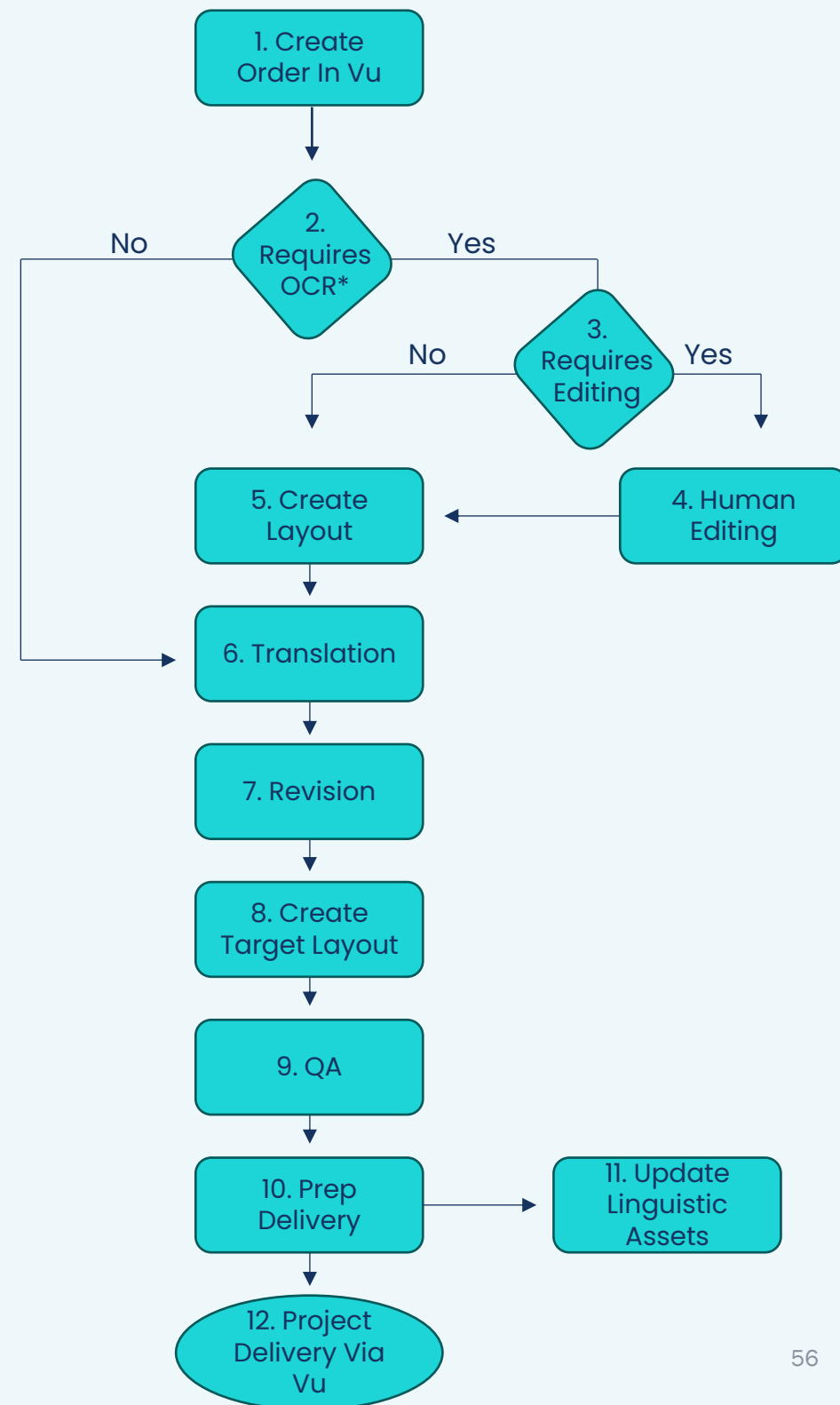
9. Quality Assurance (QA): The document is put through a quality assurance process to check for any errors or inconsistencies.

10. Preparation for Delivery: Once QA is complete, the document is prepared for final delivery.

11. Linguistic Assets Update: Any linguistic assets, like translation memories or glossaries, are updated with the new translation for future use.

12. Project Delivery: The final step is the delivery of the completed translation project via the Vu system.

*Optical Character Recognition (OCR) technology recognizes text within a digital image and converts it into machine-readable text data. Enabling Propio to translate images, signs, printed or handwritten documents with ease.



Propio Utilizes Two Different Types Of Translation Memory

Master Translation Memory runs in the background and is used for both pre-translation processing and to store final approved translations at the end of the translation task.

Project Memory is created at the beginning of each project and includes all content relevant to the project files. All translation, editing, and quality check processes are performed using this memory until final quality is achieved. Final content is incorporated in the Master Translation Memory.

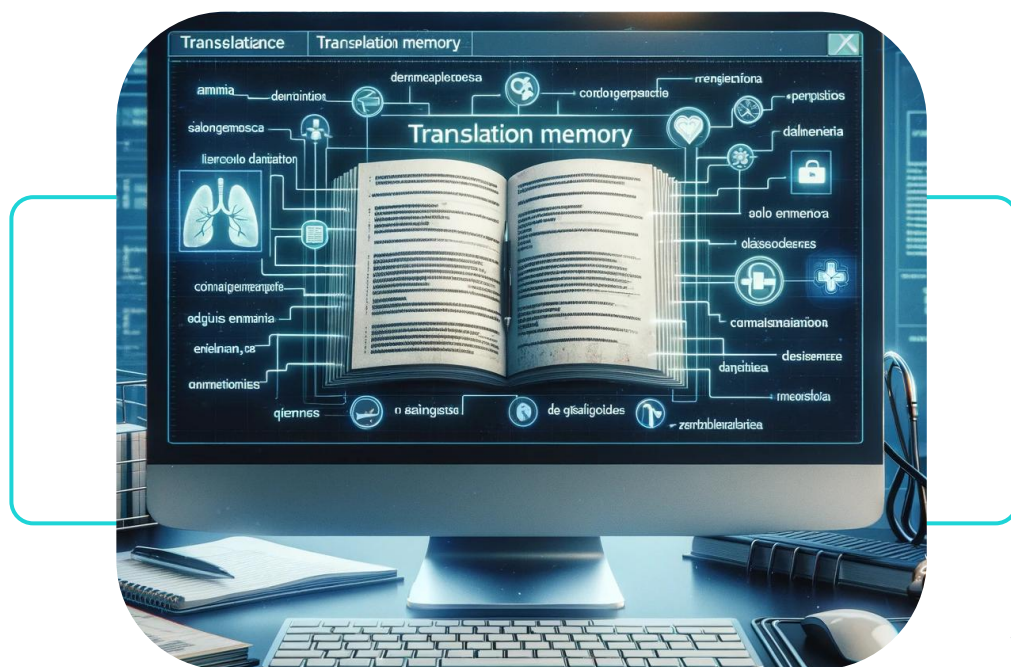
Vu can store and use multiple translation memory databases to ensure maximum matching and accuracy. This is entirely customizable to suit the way your organization does business. For example, translation memories can be created and organized by:

- Department, e.g., oncology, neurology, obstetrics and gynecology, cardiology, emergency/trauma, surgery, etc.
- Content type, e.g., forms, instructions, patient education, marketing, etc.

- Type of facility, e.g., acute hospital, physician offices, urgency care, children's hospitals, etc.

Vu converts all received file types into a unique format, which means the source text is searched in translation memory independently from its original file format. For example, phrases originally provided in a Word document can later be leveraged inside an InDesign file.

This increases the possibility of finding matches in Vu more than traditional translation memory and significantly increases the matching percentage for existing matches.



Advanced Translation Management

Propio's Translation Management platform, Vu, stands out as one of the industry's most advanced solutions, boasting unparalleled features including:

- ✓ Access Levels
- ✓ Linguistic Assets
- ✓ Security
- ✓ Project Management Scheduling
- ✓ Easily Import and Export
- ✓ Visibility
- ✓ File Format Independent
- ✓ Reporting And Analytics
- ✓ Segment Statuses
- ✓ Layered Translation Memory
- ✓ Individual Translation Memories
- ✓ Customizable
- ✓ Powerful Quality Assurance Checks
- ✓ API's and Integrations
- ✓ Subject Matter Expert Engagement



propio TRANSLATION Help My account Logout

Times indicated in UTC-4 Home Orders Projects Clients My company

Welcome Jared Shiffman! - You are connected to the workspace of Propio Language Services customize dashboard

Global Search

Find a translation From: English (United States) Search To: All available languages

Memories Terminology Projects

Recent projects

There are no projects

View all projects View planning Find: [] ▶

Recent orders

Reference	Client	Received	Status	
Signatory authorization	University of Minnesota	6/6/2024 10:44 AM	Request	Select
10383 Notice to Pt of Emerg Hosp Rights (translation)	Ridgeview Master	6/6/2024 10:41 AM	Request	Select
WF-[Vargas, Mayra] 1-4	Eastern Suffolk BOCES Master Account	6/6/2024 10:38 AM	Request	Select
PAS Determination Letter	Bergen New Bridge Medical Center	6/6/2024 10:27 AM	Request	Select
D.M. PWN --- Spanish	Shakopee Public Schools	6/6/2024 10:11 AM	Request	Select
Transtation	University of California Irvine	6/6/2024 10:10 AM	Request	Select
CS_ALMA_SKYGEN_LETTER_PACKAGE_06082024_074 259_FOR_01	CareSource-ALMA	6/6/2024 10:05 AM	In progress	Select
Summer Learning Camp Handbook	Augusta Public Schools	6/6/2024 9:59 AM	Request	Select
JODY JOHNSON AP4	State of Ohio / Ohio Bureau of Workers Compensation - Doc Trans	6/6/2024 9:47 AM	Request	Select

Activity

Projects: 0 open, 0 due today, 0 overdue

Orders: 535 open, 22 due today, 173 overdue

Last refresh: 10:59 AM

Agenda

Personal Company Details

June 2024

Su	Mo	Tu	We	Th	Fr	Sa
22	27	28	29	30	31	
23	3	4	5	6	7	
24	10	11	12	13	14	
25	17	18	19	20	21	
26	24	25	26	27	28	
27	1	2	3	4	5	

Selected days: Worked Not worked

Right click day to view open work.

Propio's Advanced Features Include:

Access Levels

Enable clients to assign authorization levels, which in turn limit the information and documentation available to each user in line with the client's operational needs and confidentiality requirements. Access levels are entirely customizable by creating unique user types.

Managers may submit projects, approve quotes on their own or others' projects, and access ongoing and completed projects submitted by any other Manager, or other user-type.

Requesters may submit projects and approve quotes on their own projects.

Users may access their own ongoing and completed projects.

Quote Approvers approve quotes for others' projects and are typically supervisors/managers or part of the client's accounting or procurement team.

Linguistic Assets

Keeps each client's linguistic assets separate, including:

- Total isolation of each client's data
- Individual Translation Memory databases for use only on your projects
- Centralized file storage to form a linguistic asset database that allows easy access to download legacy translations

Project Management Scheduling

Allows your users, Propio's Project Manager's, linguists and your internal subject matter experts to collaborate on projects, including:

- Scheduling target dates for completion
- Demonstrating real-time progress throughout each project
- Secure, centralized messaging that is stored with the project to create a full record

Security

Content is stored in one of the most secure environments on the planet: Microsoft Azure Cloud Storage.

Azure is designed with privacy and security in mind and helps ensure users remain compliant with:

- **HIPAA** (Health Insurance Portability and Accountability Act)
- **HITECH** (Health Information Technology for Economic and Clinical Health Act)
- **FERPA** (Family Educational Rights and Privacy Act)
- **GDPR** (General Data Protection Regulation)
- **International financial institution laws** and requirements. Azure offers SOC 1 Type 2, SOC 2 Type 2 and SOC 3 attestation reports
- **International industry-specific laws** and requirements.

Propio's Advanced Features Continued:

Easily Import and 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.

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. Access to reporting is customizable based on user access levels.

Reports are available to download in Microsoft Excel, Xml, or Json format with up to 20,000 rows of data

Visibility

Acts as a centralized database for all your linguistic assets, providing visibility into:

Spend: Reporting and analytics help you understand where your translation dollars are being spent. You can analyze your spend by requestor, department/line of business, customer, product, geography, time of year, etc.

Trending: Use to monitor trending data over time to better forecast your customers' needs by product, geography, time of year, etc.

Searchability: The platform is fully indexed and includes a "Global Search" function permitting authorized users to search all translation memories, terminology databases and project files by word, phrase or segment, in either the source or target language. This functionality can also be used when creating content to leverage existing translation resources and maximize the frequency of "perfect match" segments that are processed at no cost.

File Format Independent

We support 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.

Converts all received file types to a unique format, which means that it is file format independent.

Regardless of format, the source text is searched in the Translation Memory independently from its original file format.

For example, phrases originally provided in a Word document can later be leveraged inside an InDesign file. This increases the possibility of finding matches more than traditional Translation Memory, but also significantly increases the matching percentage for existing matches.

Propio's Advanced Features Continued:

Segment Statuses

Each project is broken down into segments, allowing linguists to update the status of each segment of the project to provide more accurate progress reporting.

Customizable

Nearly every aspect of the platform can be customized, including:

- Dashboards
- Order forms
- Work Types and Work Flows
- Authority levels

Layered Translation Memory

Different from other Translation Memory systems, ours has two different types of translation memory:

Master Translation Memory: runs in the background and is used for both pre-translation processing and to store final approved translations at the end of a translation task.

Project Memory: created temporarily at the beginning of each project. It includes all content relevant to the project files. All translation, editing and quality checks processes are performed using this memory until final quality is achieved. Then final approved content is incorporated in the Master Translation Memory

Individual Translation Memories

The platform can store and use multiple translation memory databases to ensure maximum matching and accuracy.

This is entirely customizable to suit the way you do business. For example, Translation Memories can be created by:

Department, such as marketing, accounting, human resources, etc.,

Content type, such as internal policies, internal communications, marketing, etc.,

Location, especially where regional dialect is important for effective Communication

Or other factors based on your operation

Powerful Quality Assurance Checks

Please note, the Quality Checks below are a component of Propio's broader quality control strategy described later in this section:

- **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 world use Day-MonthYear.
- **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 "flat head 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.

API's and Integrations

Our flexible, web-based platform that permits unique APIs and integrations to improve collaboration and make workflows more efficient.

Subject Matter Expert Engagement

If you have your own internal linguists or subject matter experts, they too can work directly in the system to:

- Collaborate with linguists to ensure brand consistency, appropriate use of regional dialects, translation/localization of unique product/brand names or buzz words/phrases and the like.
- Review and approve translated content where appropriate.

Propio's 9 Step Quality Management System

Our 9 Step Quality Management System is designed to guarantee adherence to pertinent standards and regulatory requirements, and the fulfillment of our clients' expectations, encompassing:

1. Documented Procedures and Standards

Adherence to International Standards:

Propio maintains compliance with ISO 17100 (Translation Services) to ensure global best practices.

Custom Procedures for Translations:

Propio has developed detailed, documented procedures specifically tailored for medical translation, covering terminology management, confidentiality, and ethical considerations.

2. Translator Qualification & Training

Specialized Translator Qualification:

Propio requires translators to have qualifications in medical fields and extensive experience in medical translation.

Continuous Training:

Propio provides ongoing training on medical terminologies, medical practices, and updates in regulations to ensure translators' knowledge remains current.

3. Client Communication & Project Management

Clear Communication Channels:

Propio establishes clear, effective communication channels for understanding client needs, including specific medical fields, target audience, and regulatory requirements.

Project Management Tools:

Propio utilizes project management tools that support workflow transparency, assignment tracking, and deadline management, ensuring efficient project completion.

A Quality Management System designed for Technical Translation Continued...

4. Quality Assurance Processes

Multi-tiered Review System:

Propio has a multi-tiered review system, including expert medical review, to ensure accuracy, appropriateness of terminology, and adherence to client specifications.

Feedback and Corrective Actions:

Client feedback is incorporated into a continuous improvement process, with mechanisms for corrective actions and updates to translation memories and glossaries.

5. Confidentiality & Data Security

Strict Confidentiality Policies:

Propio has confidentiality agreements with all translators and staff,

Robust Data Security Measures:

Propio has state-of-the-art data security measures to protect patient data and comply with regulations like HIPAA (Health Insurance Portability and Accountability Act) for privacy and security.

6. Regulatory Compliance and Ethics

Regulatory Tracking System:

Propio maintains a system for tracking changes in medical translation regulations and guidelines in relevant countries and regions.

Ethical Standards:

Propio adheres to ethical standards to ensure that translations are not only accurate but also handled with the utmost integrity and respect for patient privacy.

A Quality Management System designed for Technical Translation Continued

7. Technology Integration

Translation Memory Systems:

Propio uses integrated translation memory systems to ensure consistency across translations and reduce turnaround times.

Machine Translation with Human Post-Editing:

For appropriate projects, Propio uses machine translation followed by thorough human post-editing to increase efficiency without compromising quality.

8. Continuous Improvement

Quality Metrics and Performance Indicators:

Propio has established key performance indicators (KPIs) for quality, timeliness, and client satisfaction, and uses these metrics for ongoing improvement.

Innovation in Service Delivery:

We continuously explore and implement innovative approaches to improve translation quality and efficiency.

9. Customer Feedback

Regular Customer Interactions:

Propio conducts regular surveys and meetings to gather feedback on translation quality, service speed, and overall satisfaction.

Feedback Analysis and Implementation:

Propio analyzes feedback systematically to identify areas for improvement and implement necessary changes promptly.

All translations have secondary reviews for completeness and correctness.

After the translating linguist has reviewed the translation against the source material for completeness and correctness, they will sign an Attestation, indicating they were the original translator. A certifying linguist (other than the original translator) shall conduct a secondary complete review against the source material for completeness and correctness, and shall also sign the Attestation.

Below is the information captured during the secondary review process:

Error Category	Serious Errors	Minor Errors
Wrong Term	#	#
Wrong Meaning	#	#
Omission	#	#
Structure	#	#
Misspelling	#	#
Punctuation	#	#
Miscellaneous	#	#

Definitions

1. Wrong Term Score (WT) Violates the client term glossary, industry standard or is inconsistent with other translations.
2. Wrong Meaning Score (WM) Denotes a different idea in the target than in the source language.
3. Omission Score (OM) Text in the source that does not appear in the target language.
4. Structural Error Score (SE) Target contains incorrect phrase/word structure. Breaks syntactic/grammatical rules of the language.
5. Misspelling Score (SP) Violates the spelling in the glossary, rules of target language or uses the wrong writing system.
6. Punctuation Error Score (PE) The target language contains an error according to the punctuation rules of the language (includes spacing).
7. Miscellaneous Error Score (ME) Literal, lexically correct but culturally offensive, or "extra" translation that is not in the source.

Severity

1. Serious error (s): The error changes the meaning of the translation such that it is different than the source
2. Minor error (m): The error does not affect the meaning of the segment

Meta Rules

1. If the evaluator hesitates when defining the error, he/she should select the category that appears first of the categories he/she is considering in the above list.
2. If the evaluator hesitates when assigning a severity level he/she should always default to serious.

Corrective & Preventative Actions In Compliance With ISO 9001

Propio's CAPA system (Corrective and Preventive Actions) ensures that no defect, non-conformance, or other problem is overlooked or left unresolved. It also ensures that where an issue occurs, steps to address it are fully documented – and records of actions taken are easy to retrieve (and to show authorities, if necessary).

Propio's CAPA system involves analysis of a problem and its root cause, planning, action, and then verification of effectiveness – followed by a return to analysis and planning if the problem hasn't been fully resolved. The CAPA process is revisited periodically as an essential step to ensure its effectiveness. Lessons learned from addressing translation errors are used to refine the process further, promoting continuous improvement in translation quality.

As Propio, we pride ourselves on delivering top-notch language services, and our CAPA process for addressing translation errors is paramount to ensuring excellence.

Propio's CAPA Process Includes

- 1. Error Identification:** We meticulously pinpoint any translation errors, leveraging client feedback, internal quality checks, and linguistic reviews.
- 2. Risk and Impact Evaluation:** After recording it, the non-conformity will be evaluated to assess the potential or actual impact – impact on cost, safety, product quality, reliability.
- 3. Error Analysis:** Our team delves deep into the root cause of the error, scrutinizing source material, translation processes, contextual factors, and relevant references.
- 4. Corrective Action:** We swiftly devise a plan to rectify the error, whether it entails revising translations, refining terminology, or updating resources like glossaries and style guides.
- 5. Implementation:** The corrective plan is put into action by our dedicated team members, with clear communication and accountability to ensure seamless execution.
- 6. Verification:** We rigorously verify that the corrective measures have effectively addressed the error, utilizing additional reviews by linguistic experts or subject matter specialists as needed.
- 7. Preventive Action:** To forestall similar errors in the future, we proactively identify and enact preventive measures, such as enhanced training, process enhancements, or updated quality controls.
- 8. Documentation and Reporting:** Every step of the CAPA process is meticulously documented, providing a comprehensive record of the error, its resolution, and any preventive actions taken. Regular reporting ensures transparency and keeps stakeholders informed.

High-Quality Document Translation and Compliance Services That Adhere To ACA Section 1557 and Section 508 regulations



Creating high-quality, universally accessible, and compliant materials require:

- Crafting content suitable for individuals with limited English proficiency and various disabilities.
- Ensuring alignment with key regulations for universal accessibility.
- Managing large volumes of documents that require testing, repair, and remediation for accessibility.

Our services encompass comprehensive tagging of real content in a logical reading order, accurate representation of document semantic structures (like headings, lists, tables, etc.), integration of alternative text descriptions for meaningful graphics, security settings that enable assistive technology access to content, and embedding fonts and mapping text to Unicode for seamless readability.

A Rigorous Approach

At the core of our process lies a rigorous 136-point protocol that outlines the attributes a PDF/UA document should contain.

To ensure superior accuracy, documents are run through a standard checker and then undergo an additional manual review process. Any identified errors are rectified, and the documents are rechecked to ensure full compliance before delivery along with accompanying remediation reports



Quality, Accuracy, and Consistency

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

Linguistic

Selection of appropriate linguists (In-country, Certifications, Subject Matter Expertise, etc.)

Translation and editing are performed by different linguists (TEP (Translation-Editing-Proofreading Model))

Each of the two linguists have specific roles and tasks to complete. Each reviewer completes a QA/Revision form to evaluate the translation quality

A third linguist or Terminologist may be added in some projects, such as for new products or initiatives

Use of Vu's extensive Quality Assurance tools including checks for wrong alphabet/characters, date/number formats, punctuation, "forbidden" terms, untranslated segments, text length, consistency, and spelling.

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 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

ISO 17100 for Translation Services

a standard for translation services. It specifies requirements for all aspects of the translation process directly affecting the quality and delivery of translation services. This includes the qualifications and competencies of translators, project management, and the implementation of a quality management system tailored to translation services. The standard ensures that translation service providers meet client specifications and industry best practices, enhancing the reliability and effectiveness of translation services provided. Certification to ISO 17100 demonstrates a commitment to providing high-quality translation services that meet rigorous standards.

ISO 27001 for ISMS

a standard for information security management systems (ISMS). It provides a systematic approach to managing sensitive company information so that it remains secure. This includes people, processes, and IT systems by applying a risk management process. The certification ensures that organizations have established a framework to identify, manage, and reduce risks related to information security, protecting data from threats such as cyber-attacks, data breaches, and loss of information.



ISO 9001 for QMS

a standard for quality management systems (QMS). It is designed to help organizations ensure they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or service. ISO 9001 is based on several quality management principles, including a strong customer focus, the involvement of top management, a process-oriented approach, and continuous improvement. Certification to ISO 9001 demonstrates that an organization has effective quality management processes in place.

ISO 13485 for QMS

is a standard for quality management systems specific to the medical device industry. It outlines requirements for a QMS that can demonstrate an organization's ability to provide medical devices and related services that consistently meet customer and regulatory requirements. ISO 13485 is used by organizations involved in the design, production, installation, and servicing of medical devices. Certification to this standard shows that a company has implemented a QMS that ensures the consistent design, development, production, installation, and delivery of medical devices that are safe and fit for their intended purpose.

Propio Connectors Simplify Content Localization for Consistent, Fast, and High-Quality Translations



Simplified Content Localization: Propio connectors eliminate the need for manual copy and paste of content, making the content localization process simple and efficient. With just a few clicks, you can initiate translation requests, track progress, and review translations, all within your CMS platform.

Improved Content Consistency: Propio connectors ensure consistency across all localized content by leveraging translation memories and terminology databases. This ensures that your brand messaging, tone, and style are consistent across all markets, enhancing your global brand image.

Accelerated Time-to-Market: Propio connectors automate the content localization process, reducing turnaround times and enabling you to quickly launch your content in multiple languages. This helps you reach global audiences faster and gain a competitive edge in international markets.

Reduced Translation Costs: Propio connectors optimize translation workflows, reducing manual efforts and minimizing the risk of errors. This helps you lower translation costs, saving valuable time and resources while maximizing your ROI.

Enhanced Translation Quality: Propio's team of expert linguists and industry-specialized translators ensure high-quality translations that are accurate, culturally relevant, and tailored to your target markets. With Propio connectors, you can be confident that your content will be translated to the highest linguistic standards.

Propio Offers A Wide Range Of Prebuilt Connectors For Popular Systems, Including:

Translation Management Systems (TMS)

- Acolad
- ApSIC Xbench
- LBS Suite
- Plunet
- TextMaster
- XTRF

Content Management Systems (CMS)

- Adobe Experience Manager (AEM)
- Drupal
- Joomla!
- Kontent.ai
- Sitecore
- TYPO3
- WordPress

E-commerce Platforms

- Adobe Commerce

Design and Prototyping Tools

- Android Studio
- Figma
- Sketch
- Visual Studio

Version Control Systems and Code Repositories

- Bitbucket
- Git
- GitHub
- GitLab

Propio Connectors Continued :

Software Development Kits (SDKs) and Libraries

- Android SDK
- Go library/SDK
- iOS SDK
- Java SDK
- JavaScript SDK
- Kotlin library/SDK
- PHP library/SDK
- Python library/SDK
- Ruby library/SDK

Customer Relationship Management (CRM) and Marketing Automation Platforms

- ACTUM Digital
- HubSpot
- Marketo
- Salesforce Knowledge

Project Management Tools

- Jira

File Storage and Sharing

- Amazon S3
- Box
- Dropbox
- FTP
- Google Drive
- Microsoft OneDrive
- Microsoft SharePoint
- SFTP

Cloud Computing Platforms

- Microsoft Azure
- Snowflake

APIs and Integration Platforms

- Zapier
- Webhooks

Other Tools

- Braze (Customer Engagement)
- CaptionHub (Subtitle and Captioning)
- CLI (Command Line Interface)
- Contentful (Headless CMS)
- Other Tools
- Contentstack (Headless CMS)
- Gengo (Translation Services)
- Gridly (Game Localization)
- Slack (Team Communication)
- Paligo (Component Content Management)
- TransPDF (PDF Translation)



And for clients that require a tailored approach, Propio's cutting-edge technology empowers clients to create custom connections with our proprietary systems, revolutionizing your translation workflows.

Revolutionizing Large Volume Translation

By strategically leveraging AI, we deliver higher-quality translations faster, at lower, more transparent pricing, while ensuring predictable costs.

Legacy Models

TEP – Translation Editing Proofreading

a professional translator converts the content into the target language. Next, an editor reviews for accuracy, style, and consistency. Finally, a proofreader polishes the text for grammar, formatting, and final quality assurance.



Translation Memory, spell check, and other advanced technological tools are used to ensure the translation is accurate, consistent, and adheres to the highest linguistic and stylistic standards.

Traditionally known for the highest quality, higher costs, and longer turnaround times.

Word Count	Turnaround Time	Cost Per Word
Up to 3,500 words	16-24 business hours	\$.12 - \$.22*

*Translation memory discounts can lower costs, but the methodology behind them is often unclear. This makes it challenging to determine if you're receiving the full discounts you deserve and to accurately compare pricing between vendors to ensure the best value.

Future Model

Machine Translation With Human Review

Combining AI-driven translation with expert linguist oversight ensures accuracy, cultural relevance, and quality by refining machine-generated content.



Using an AI model trained with your existing translation memory and continuously improved with future translations, alongside enhanced spell-check and quality tools, the work of professional translators becomes significantly more efficient and productive. The editor and proofreader's job is also simplified because the AI minimizes errors, ensures consistency, and delivers a higher-quality draft, allowing them to focus on fine-tuning and perfecting the final output.

Achieving equal or superior quality at lower costs with faster turnaround times.

Word Count	Turnaround Time	Cost Per Word
Up to 3,500 words	4 - 12 business hours	\$.07 - \$.14

The pricing model is simplified to a significantly lower price per word, eliminating the complexity of translation memory discounts. For projects using standard templates, costs can be reduced even further, with specific pricing available for certain document types. This approach streamlines the pricing model, increases transparency, and ensures more predictable costs for clients.

Continuous Learning & Improvement Leveraging AI

Leveraging existing translation memory databases, Propio is training AI engines to produce high-quality content, faster and at lower costs

Machine learning algorithms analyze the stored translations to detect patterns, learn vocabulary, grammar, and style consistent with human translations.

As translators work on new projects, **every approved translation is added to the TM.**

The AI uses this fresh data to improve its understanding and translation capabilities continuously.

The **AI learns to use the same terminology for similar texts**, which is particularly important for client-specific vocabulary and jargon.

Propio's translators review AI translations and make corrections to ensure compliance with Section 1557 of the Affordable Care Act (ACA).

Corrections are fed back into the AI to refine its learning process.

AI engines, customized with Humana's content, could deliver fast, cost-effective & high-quality translations



Expedited Turnaround Times

AI & Machine Translation with human review enables even faster turnaround times

By carefully selecting content types that are most suitable for machine translation, health plans can benefit from increased efficiency and cost savings while maintaining high standards of communication with their members.

Key Considerations

Quality Assurance:

Even for suitable content, machine translation should be followed by human review to ensure accuracy and cultural appropriateness.

Confidentiality:

We ensure that the machine translation platform complies with data protection regulations, especially for sensitive health-related information.

Content Complexity:

We use machine translation for straightforward and repetitive content, while reserving complex or critical communications for human translators.

Types Of Content Most Suitable For Machine Translation With Human Review

Standardized Forms and Documents:

- Enrollment forms
- Claim forms
- Authorization forms

Routine Correspondence:

- Appointment reminders
- General notifications and alerts
- Confirmation emails

Informational Materials:

- FAQs
- General health tips and wellness guides
- Preventive care reminders

Policy Documents:

- Terms and conditions
- Privacy policies
- Non-discrimination notices

Web Content:

- Website navigation menus
- Blog posts and articles with general health information
- Health plan descriptions and overviews

Educational Content:

- Standard health education materials
- Informational pamphlets and brochures
- Preventive care guidelines

Newsletters and Bulletins:

- Regular newsletters
- Updates on health plan changes
- Health awareness campaigns

Member Communications:

- Welcome packets
- Membership confirmation letters
- Basic instructions for accessing services



When time is of the essence, such as during annual enrollment periods, Propio adds additional translators to expedite turnaround times further

Traditional TEP vs. AI-Driven Translation: Turnaround Times Compared

The chart below outlines turnaround times based on document length. Currently, Machine Translation is available in Spanish, Korean, and Chinese. As technology continues to evolve, new languages are being added regularly.

Word Count	Traditional TEP Turnaround Time	Machine Translation With Human Review Turnaround Time	Notes
Up to 3,500 words	16-24 hours (following approval of project quote)	4 - 12 hours	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 hours (following approval of project quote)	8 -24 hours	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	At least 48 hours	>24 hours	Determined on case-by-case basis.

Higher Quality, Faster Turnaround, Lower Costs – Pick Three

We stand by our bold claims and welcome the opportunity to prove them. Test us against the competition—we'll even cover the cost of an independent third party to evaluate quality. We're so confident we'll come out on top that if we don't, lunch for your office is on us*.

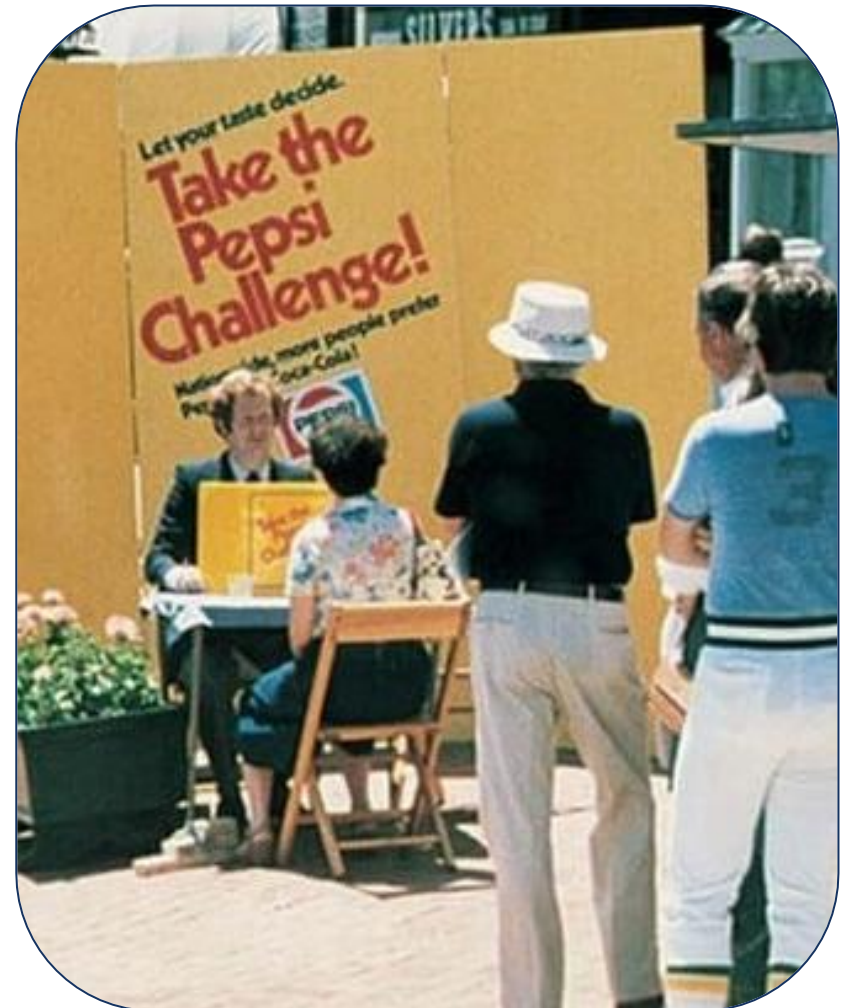
We recommend two approaches for structuring the comparison:

English To Target Language Comparison

1. Send us and other vendor a document
2. Start the clock
3. Compare the results
 - Time it takes for each vendor
 - Quality score for each vendor
 - Price quote of each vendor

Target Language To English Comparison

1. Send us a document that was previously translated
2. Start the clock
3. Compare the results
 - Time it takes us vs the original
 - Quality – our translation into English vs the original source document
 - Our price quote to what you actually paid

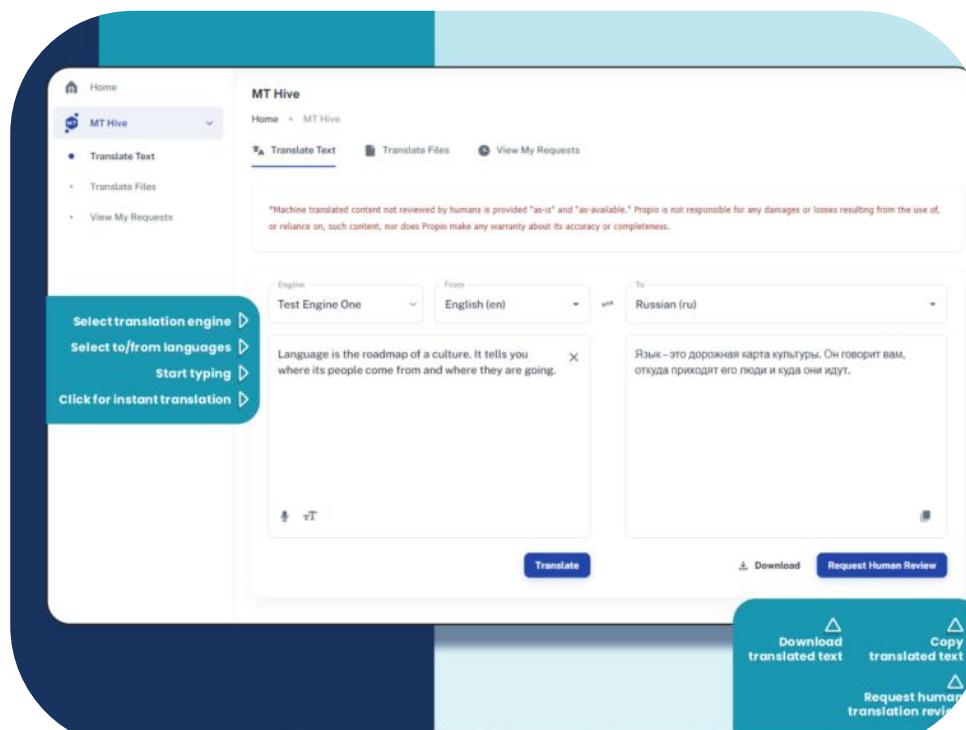


AI – Powered Machine Translation

MT Hive, the machine translation (MT) tool within Propio Vu, is powered by artificial intelligence (AI) and is simple to use. Just select your preferred translation engine plus “from” and “to” languages. Then type or upload your file, click “Translate,” and the text is instantly translated.

Benefits To Clients

- 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. It also undergoes rigorous thirdparty audits to verify adherence to the strict security controls these standards mandate.



Security

MT Hive 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.

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, you 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.

MT Hive 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.

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.



AI Solution Reduces Medical Claims Translations Turnaround Time and Costs Without Sacrificing Quality

A Fortune 500 payer providing access to care in more than 200 countries and territories needed to offer a seamless claims process to over 20 million multilingual members quickly and accurately.

Challenge

With an average of 9,000 medical claims requiring translation coming in from over 200 countries per month, our client was looking to optimize its conventional human translation process to improve costs and save time, as well as optimize their member experience.

Our client also needed to maintain a quality rating of 99.5% accuracy in all Medical Translation to meet regulations administered by individual state Public Health agencies.

To resolve these volume, quality and turnaround time challenges a radically new process was called for.

Solution

- Leveraging a human led, AI enabled approach, we implemented our flexible Medical Claims Platform to process the medical claims translation more quickly and efficiently without sacrificing quality. The Medical Claims Platform made it easier for the user to submit a claim and enabled a new continuous translation process:
 - Leveraging Language Identification technology, the platform quickly assesses and assigns each project for the correct language asset application.
 - Then Optical Character Reading (OCR), reads images from scanned or faxed content, rendering them as editable words that can be translated through the platform's curated Healthcare Neural Machine Translation (NMT) engines.
 - Once translated, trained Project Managers and Processors identify key data points to extract such as medical services, dates and costs and provides them seamlessly back to the user in a simple template.
- Together we integrated the Medical Claims Platform through the client's Application Programming Interface (API) to increase the speed with which claims are handled, leading to a simpler and more efficient user experience. This system integration between the two platforms created a virtually hands-off process for our client to submit translation requests and for us to deliver the translated content.
- We coupled these tools with a dedicated multinational project team to maximize efficiency and quality. By incorporating all the foregoing, we decreased both the turnaround speed of our clients' claims process and their associated costs, as well as improved the experience for the translation part of the client's claims workflow.

Results

The development and deployment of our comprehensive, dedicated Medical Claims Platform succeeded in addressing the client's needs while enhancing the user experience and maintaining the standards expected in medical claims translation quality.

Specifically, we delivered:

- 30% reduction in the translation cost associated with claims processing.
- Decreased translation turnaround times from an average of 36 hours to 12.
- Maintained 100% on-time translations delivery.
- Exceeded 99% requirement on quality KPIs.

"I love how easy it is to send the documents to be translated in the Medical Claims platform. So much better than how we were doing it before!!"

- Claims Agent

Your Translation & Localization Leadership Team

Propio provides a team of experts to support your Translation and Localization projects including:



Mohamed Hassan Sr. Vice President Of Enterprise Solutions

- 23 years of experience in the language services industry
- Responsible for leading our Translation Services and Technology Enterprise Solutions.
- Mohamed has worked with top tier brands across the world. His expertise in the field has helped hundreds of clients globalize and localize their products, services and brands for different cultures, creating the ultimate native experience.



Ahmed Kamal Localization Operations Manager

- 14 years experience in the language services industry
- Provides high-level oversight for all Propio clients and heads up special projects requiring Localization expertise.
- Ahmed has worked with small, medium, and large clients across a variety of industries including marketing, financial, life sciences, healthcare, manufacturing, government, and retail.



Keith Kennedy Vice President of Translation

- 12 years of experience in the language services industry
- Keith specializes in regulatory compliance and scalable language strategies, delivering tailored solutions for diverse industries. As VP of Translation at Propio, he drives operational efficiency, engagement, and accessibility through AI-powered workflows and customized approaches. His customer-focused strategy ensures culturally relevant, compliant communication that enhances outcomes and broadens reach.

A Dedicated Translation and Localization Project Manager

Monica is responsible for ensuring that translation projects are completed accurately and on time and resolving any issues that may arise.



Monica Sexton
Project Manager
Newberg, OR

- 14 years of Project Manager Experience
- Extensive experience partnering with healthcare and health plan clients

Areas of Expertise Include:

Project Planning and Strategy: Collaborate to define translation scope, languages, and cultural nuances for global market entry.

Training Client's Staff: Train your staff on localization best practices, tools, and processes to ensure seamless integration and ongoing management of localized content.

Resource Allocation: Select translators with relevant expertise and allocate technical resources for web and software localization.

Workflow Development: Establish a clear translation process with milestones and deadlines to keep each project on track.

Quality Control: Implement quality assurance measures for culturally appropriate and high-standard translations.

Communication and Coordination: Serve as the primary liaison to the linguists, ensuring transparent communication and coordination throughout the project.

Compliance and Regulation: Ensure localized content complies with local laws, regulations, and standards.

Feedback and Revisions: Incorporate client feedback for continuous project adjustments and improvements.

Evaluation and Reporting: Assess project success, report outcomes, and gather insights for future projects.

Continuous Improvement: Refine the localization process using new technologies and feedback from past projects.

Seamless Nationwide Onsite Interpretation

- **Nationwide coverage**
- **Easy to schedule** via Phone, Email, Propio ONE app or Workforce OS / Atrium Integration



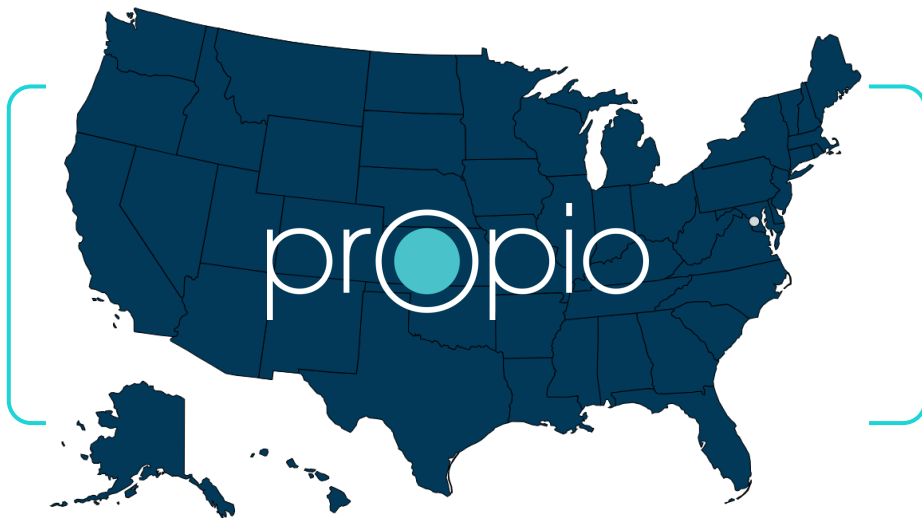
Compliance with On-Site Interpretation Services Requirements

Propio affirms that we:

1. **Provide interpreters for in-person assignments** as required.
2. **Specify available languages** for on-site interpretation in our proposal and ensure services are scheduled within **48 hours**, unless a later date is requested.
3. Ensure that all interpreters are **proficient in consecutive interpretation**, accurately retaining and transferring spoken or symbolic communication into another language.
4. Adhere to a **minimum two-hour billing requirement** for on-site interpretation services.
5. Assign the **interpreter closest to the requested service location**, unless a specific interpreter is requested by the Department.
6. **Accommodate expedited requests** for on-site interpretation with less than **48 hours' notice**, ensuring availability whenever possible.
7. Provide appropriate staffing solutions for **sessions exceeding four (4) hours**, coordinating with the Department to determine if multiple interpreters are needed.
8. Ensure that **interpreters arrive at the specified location** and comply with all security and special access requirements as directed by the Department.
9. Allow the Department to **request a specific interpreter** in advance, following the process detailed in our proposal.
10. **Bill on-site interpretation services at per-hour rates**, in accordance with the specified structure:
 - Assignments exceeding two (2) hours will be **billed in 1/10th-hour increments**, excluding reasonable meal periods (30, 40, or 60 minutes).
 - Defined timeframe assignments allow for **multiple interpretation sessions within the same location**, ensuring efficient use of interpreter availability.
 - In cases where a hearing or session exceeds the scheduled timeframe, **billing will reflect the actual duration**, with appropriate deductions for meal periods.
11. **Reimburse mileage** for travel exceeding **30 miles one way (or 60 miles round trip)** at the **federal mileage rate**, with invoices detailing service hours and total mileage traveled, including required documentation.
12. Require a **minimum two-hour billable charge** for on-site interpretation requests **canceled with less than 24 hours' notice**.
13. Maintain transparency in interpreter travel by providing the **name and base of operations** of any interpreter required to travel, while safeguarding proprietary and confidential information in accordance with disclosure policies.

Propio is proud to offer reliable onsite language services across the country, powered by a combination of direct resources and an extensive network of trusted partners. With dedicated teams in Kansas, Kentucky, Ohio, California, Washington State, and Washington, D.C., we ensure consistent, high-quality support where you need it most.

Our expansive partnerships allow us to seamlessly fulfill onsite requirements nationwide, delivering **dependable, professional service tailored to meet your organization's unique needs.**



Propio's Onsite Operations Team

James Dodson leads Propio's Onsite Operations team.



Marco Assis
CEO

Under his leadership, Adam and Nicole oversee a team of 4 managers and 18 skilled associates, focused on efficiently scheduling and sourcing onsite interpreters to meet our clients needs.



Joe Samoszenko
President



James Dodson
Executive Vice
President of Onsite
Operations

Adam Middleton
Director of Onsite
Operations West



Nicole Burns
Director of Onsite
Operations East



Onsite
Operations
Team West
(2 Managers & 9
Associates)



Onsite
Operations
Team East
(2 Managers & 9
Associates)



On-Site Interpreting

Scheduling

- Schedule via phone, email or Web Platform
- Requests should be received by 4PM CT the day prior to the requested appointment
- All requests are acknowledged in writing and a confirmation email will be sent once the interpreter is confirmed
- Ability To select Male or Female Interpreters as needed

Credentialing

Propio requires interpreters to be vaccinated for MMR, Varicella, Hep B, Tdap, TB, Covid 19 and Influenza.

Propio's scheduling software can easily accommodate requests for interpreters with certain qualifications or credentials.

Propio's Scheduling Platform Features the Ability to:

- Request and schedule interpreters
- Review the status of scheduled requests – Unassigned or Assigned
- Access timesheets, client check out signatures, and notes
- A "Custom Fields" tab enables us to store specific information that may be required by your organization.
- Specify specific attributes interpreters must have (i.e. Vaccinated for Covid 19 or certain certifications)
- Ability to ban or remove specific interpreters
- Fully HIPAA Compliant
- Ability to export detailed data on On – Site Interpreting
- View invoices
- Create multiple profiles for each user at your facility

ASL Certifications

All Propio ASL interpreters hold a minimum of one of these State or National certifications or certificates:

- Master Level Sign Language – American Sign Language Teachers Association (ASLTA)
- National Interpreter Certification (NIC)
- Registry of Interpreters for the Deaf (RID)
- Certified Deaf Interpreter (CDI)
- State BEI (Board For Evaluating Interpreters) Certification
- A relevant associates degree or higher from a recognized institution

If you have certain requirements for ASL interpreters, Propio can ensure that all requests for your account are routed to interpreters that hold the certifications you require.

Scheduling An Interpreter Is Quick and Simple

Propio offers 4 ways to schedule an interpreter for a phone, video or on – site appointment:

Phone

1. Dial the toll-free number and provide the live operator the time, date, location, language and medium of interpretation
2. Receive a confirmation email that the request was received
3. The scheduler contacts qualified interpreters via Propio's scheduling system
4. As soon as an interpreter is secured, a confirmation email will be sent to the agency (always within 24 hours)
5. The interpreter arrives on-site or on-online at the appropriate time

Email

1. Send an email to the scheduling team with the time, date, location, language and medium of interpretation
2. Receive a confirmation email that the request was received
3. The scheduler contacts qualified interpreters via Propio's scheduling system
4. As soon as an interpreter is secured, a confirmation email will be sent to the agency (always within 24 hours)
5. The interpreter arrives on-site or on-online at the appropriate time

Propio ONE App

1. Using the app, enter the time, date, location, language and medium of interpretation
2. Receive a confirmation email that the request was received
3. The scheduler contacts qualified interpreters via Propio's scheduling system
4. As soon as an interpreter is secured, a confirmation email will be sent to the agency (always within 24 hours)
5. The interpreter arrives on-site or on-online at the appropriate time

Atrium or Workforce OS Integration

1. Log onto the Atrium website, enter the time, date, location, language and medium of interpretation
2. Receive a confirmation email that the request was received
3. The scheduler contacts qualified interpreters via Propio's scheduling system
4. As soon as an interpreter is secured, a confirmation email will be sent to the agency (always within 24 hours)
5. The interpreter arrives on site or on-online at the appropriate time

Global Expert Sign Language Services

In 2024, Propio proudly acquired ASL Services, strengthening our commitment to enhancing accessibility and inclusion for the Deaf community. With a deep understanding of the unique needs of Deaf individuals, we continue to drive innovation, excellence, and impactful change through strategic partnerships and advanced language solutions.

As a wholly owned subsidiary of Propio, ASL Services combines industry-leading expertise with the ability to serve clients worldwide. Our experience supporting global corporations ensures that organizations receive the highest standard of sign language interpreting services, whether onsite or remote.

Together, Propio and ASL Services are shaping the future of inclusive communication, delivering seamless interpreting solutions that empower individuals and organizations alike.



Local Sign Language Support Across the Globe



Proudly supports the following geographies and languages:

- United States (ASL)
- Australia (Auslan)
- Canada (ASL & LSQ)
- China (CSL)
- France (FSL)
- Germany (GSL)
- Japan (JSL)
- South Korea (KSL)
- Spain (SSL)
- United Kingdom (BSL)

Expertise in Sign Language Interpretation For:

- ✓ Medical
- ✓ Courtroom and Legal
- ✓ Conference and Convention
- ✓ Business
- ✓ Engineering & Technology
- ✓ Artistic Interpreting (Shows and Theaters)

Current Partners Include:



We Uphold The Highest Industry Standards

Through a rigorous evaluation and training process, we ensure our interpreters deliver accurate, professional, and specialized sign language services.

✓ Certified & Experienced Interpreters

All interpreters hold national certification from the Registry of Interpreters for the Deaf (RID) or a comparative local organization and comply with local licensure requirements.

A minimum of three years of professional experience is required, with preference for those with corporate or technical backgrounds.

✓ Technical Expertise for Client-Specific Needs

Interpreters possess specialized knowledge in technology, software development, engineering, AI, and product design.

Candidates undergo assessments on rapid speech interpretation, technical terminology, and adherence to RID's Code of Professional Conduct (CPC).

✓ Ongoing Training & Development

We offer continuous learning through a Sign Language-specific training program

Mandatory training includes specific vocabulary, brand guidelines, teamwork expectations, and escalation protocols.

Regular refresher courses ensure interpreters are always prepared for both onsite and virtual assignments.

Visual and Professional Standards

Professional Appearance for Onsite Interpreting

- Interpreters wear solid, dark, or neutral-colored clothing for maximum visibility.
- Avoidance of bright colors, patterns, or reflective materials to minimize distractions.
- Business or business-casual attire based on the setting.
- Minimal jewelry and well-groomed hands to ensure clear signing.



Optimized Environment for Virtual Interpreting (VRI)

- A plain, solid background (no virtual effects) with even lighting to prevent shadows or glare.
- Eye-level camera positioning, capturing the full upper body, hands, and face for clear signing.
- A quiet, distraction-free environment, a stable internet connection, and a high-quality camera for uninterrupted service.



Commitment to Professional Excellence

All ASLS interpreters strictly adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct, ensuring confidentiality, cultural awareness, and professionalism in every interaction.

Empowering Accessibility at Apple

For over a decade, ASLS has been a trusted partner in Apple's commitment to accessibility.

What began with a few retail locations in the Southeast has expanded into a global partnership, supporting Apple's ASL language access needs across retail and corporate environments in the U.S. and beyond. To the right are some highlights of our collaboration.

ASLS remains a dedicated partner in Apple's mission to create an inclusive experience for employees and customers worldwide. Through innovation, operational excellence, and cultural alignment, we continue to set the standard for accessibility services at scale.



Optimizing Budget & Reducing Waste

ASLS continuously works to enhance efficiency in Apple's language access program. One key initiative has been the implementation of monitoring tools to track cancellations and billable cancellations. By analyzing this data, ASLS identified locations with high cancellation rates and provided Apple's team with actionable insights.

This proactive approach led to targeted conversations with store managers, resulting in a significant reduction in billable cancellations—from **10.6% in Q4 2023 to 7.0% in Q4 2024**—directly contributing to cost savings for Apple's accessibility program.

Delivering Excellence at High-Profile Events

Apple hosts exclusive events worldwide, often featuring renowned celebrities and dignitaries at flagship locations such as London's Apple Store. ASLS has played a crucial role in ensuring language access for these events by sourcing interpreters who not only possess the technical expertise required but also align with the style and presence of the special guests—creating a seamless integration into the event experience.

Additionally, ASLS has leveraged **Certified Deaf Interpreters (CDIs)** for high-profile events, reinforcing Apple's commitment to cultural accuracy, representation, and Deaf leadership in public engagements.

Industry-Leading Fill Rate Performance

With the demand for highly qualified ASL interpreters at an all-time high—especially for in-person assignments—securing top-tier talent on short notice is a significant challenge. Post-COVID, many interpreters have shifted to remote-only work, reducing the available onsite pool.

Despite these industry challenges, ASLS has maintained an **unprecedented fill rate of 98.1% overall and 99.96% for all confirmed jobs in Q4 2024**. This exceptional performance is a direct result of ASLS's long-standing reputation, deep industry connections, and expert schedulers who strategically allocate resources to meet Apple's needs, even under tight deadlines.

>100 Languages for On – Site Interpreting*

Afar	Creole	Japanese	Malinke	Rufumbira	Vai
Akan	Dari	Karen	Mandarin	Rundi	Vietnamese
Albanian	Denga	Karenni	Mande	Runyankore	Wolof
ASL	Dinka	Kazakh	Mandingo	Russian	Yoruba
Amharic	Ewe	Khamer	Mandinka	Rutoro	
Arabic	Faily	Kibembe	May May	Rwanda	
Aramaic	Farsi	Kinyamurenge	Mossa	Somali	
Armenian	French	Kinyarwanda	Napalese	Spanish	
Assyrian	French Creole	Kirmanshahi	Nepali	Sudanese	
Bambara	Fula	Kirundi	Nuer	Swahili	
Bembe	Fulani	Kiswahili	Ogoni	Tagalog	
Bosnian	Fur	Kono	Panjabi	Tajik	
Bulgarian	German	Korean	Persian	Tamil	
Burmese	Hak Ha	Krio	Polish	Thai	
Chaldean	Hausa	Kunama	Portuguese	Tigrinya	
Chin, Kaka	Hindi	Kurdish	Punjabi	Turkish	
Chinese	Ibo	Lai Lai	Pushto / Pashtu	Twi Fante	
Chuukese	Igbo	Lingala	Q'anjob'al	Ukrainian	
Cambodian	Iranian Farsi	Luganda	Rohingya	Urdu	
Comorian	Italian	Maay	Romanian	Uzbek	

**Language availability will vary by market. If an interpreter is needed for a language not listed, Propio will work with our extensive network of linguists to source a qualified interpreter.*

workforce OS

Designed With Your Unique Challenges In Mind



With Workforce OS your organization gains access to our extensive network of partners as well as a resource to better utilize your staff interpreters and vendors

A seamless, end-to-end solution that connects your organization, your staff interpreters, independent interpreters and language services companies.

WorkforceOS is a fully customizable hub for your department's many moving parts.

- ✓ Quickly connecting customers with qualified interpreters
- ✓ Advanced interpreter scheduling software
- ✓ Tracking and vetting interpreters
- ✓ Managing your schedule
- ✓ Sending your invoices
- ✓ Empowering your customers with options and control

A Cutting-Edge, Simplified Approach to Workforce Management

Workforce OS was designed to address the unique challenges faced by Language Services departments including:

Challenges In Language Services

Managing in-person IEP meetings, remote parent teacher conferences, and scheduled meetings with parents is often done from different systems

It's difficult to foster an agile and dynamic environment with bilingual staff and interpreters that have other responsibilities

Growing diversity in schools across the united states requires a more holistic approach to providing services for rare languages

Request process is often manual, requiring staff to email PDFs or email an inbox that is later reviewed for availability

WorkForce OS

Manage all requests for your district from one convenient location, assigning your interpreters/bilingual staff in one easy step

Empower your linguists to update their availability within the platform so you know when they can be used for interpreting

Schedulers have all the tools needed to use your staff and other agency partners for rare languages as your district needs ebb and flow

Single-sign-on allows you to request interpreters/bilingual teachers from your intranet that automatically syncs with the requestors school/location

Key Capabilities Include:

Single point of access

Staff members request, schedulers assign, and interpreters accept appointments from one location

Forecasting

Staff efficiently based on parent-teacher conferences, IEP meetings, and historical data to know where you may need additional interpreting resources

Automated Schedule Adjustment Plans

Auto-assign encounters to your staff, and for languages you can't support, outsource to a remote, on-demand interpreter



Interpreter Scheduling

Fast and accurate schedule optimization for in-person encounters as well as video-based meetings on zoom, google meet, etc.

Communication Framework

Companion app, texting within platform, real-time job additions based on needs of the school and student

Reporting

WFOS stores all relevant data for language services encounters so that you can understand the primary ways your district receives interpretation, as well as areas that you can grow/improve

Please visit <https://propio-ls.com/scheduling/> for additional details

Workforce OS Companion Mobile App

Workforce OS Healthcare Edition mobile app offers simplified and time-saving features to interpreters, such as:

- Immediate ability to accept or decline an assignment.
- Complete information about the customers, including name, address, and any special instructions.
- Step-by-step directions to the on-site interpretation assignments.
- Reminders to ensure appointments aren't overlooked or forgotten.
- Time tracking tools to document client hours.
- Accurate, client-approved timesheets that can be submitted quickly.
- Mileage tracker for easy reimbursement.
- Built-in signature field for customer consent or approval, which can be signed with a stylus or their finger.
- Single-click upload of all information to the database.

Workforce OS is available for both iOS and Android devices.



Increased Efficiency and Reduced Cost

Propio's advanced call routing technology enables your interpreting staff to service your remote interpreting requests when available

It's as Simple as:



Propio will provide your staff interpreters:

- ✓ Access to our remote platform
- ✓ Tech configuration
- ✓ Training and tech support

Interpreter Testing

- **Language Proficiency**
- **Comprehension ability**
- **Basic conversation skills**
- **Interpreting protocols**
- **Interpreting skills and ethics**
- **Knowledge of terminology**



Skill Assessments for Bilingual Staff and Interpreters

Interpreting is a complex task requiring professional training, as well as real-life experience. We have created these assessments to determine the readiness of bilingual employees or the competency of interpreters:



Dual-Role Interpreter Assessment (DIA)

Recommended for bilingual employees with documented proficiency in two languages.

The assessment covers:

- Language proficiency in English and the target language
- Comprehension ability
- Basic conversation skills

Interpreter Skills Assessment (ISA)

Recommended for current interpreters to measure their interpreting skills and knowledge, as well as identify areas for improvement. This assessment covers:

Advanced language proficiency in English and the target language

- Interpreting protocols
- Interpreting skills and ethics
- Knowledge of terminology

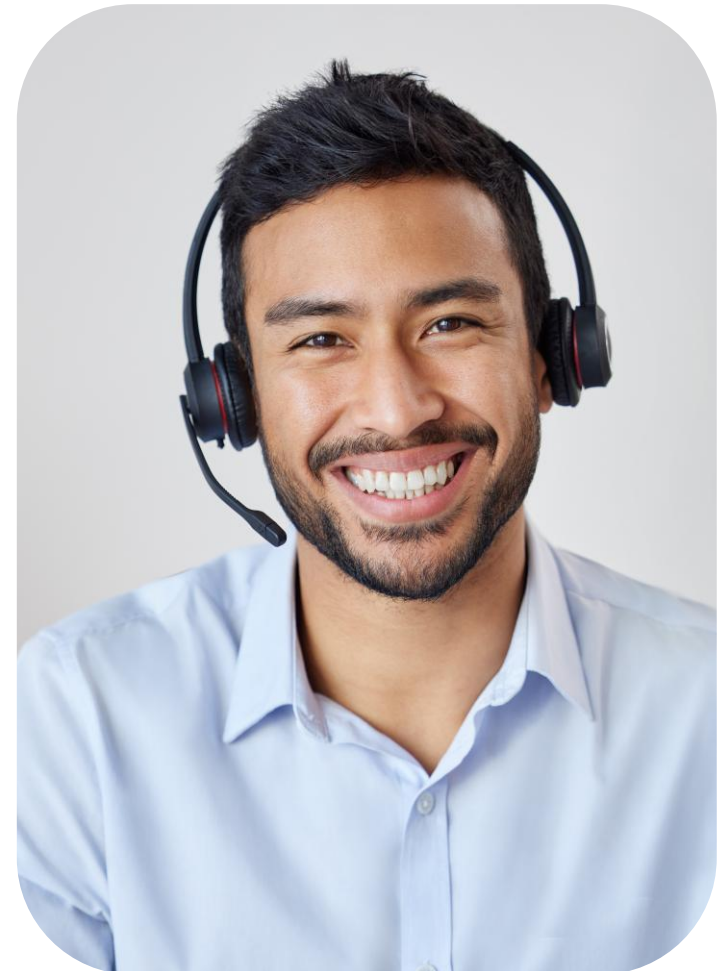
Assessments are administered by specially trained and experienced interpreters who have undergone intensive test delivery and rating training. These evaluators have various professional qualifications, backed by years of experience in the interpreting field.

3. Quality Assurance

In order to provide our clients with an experience that is second-to-none, we work to guarantee the highest interpreter quality in the industry. Propio ensures that our interpreters are medically qualified and HIPAA compliant.

Propio's Interpreters Meet The Highest Standards

- All Propio Interpreters are medically qualified via our internal process that conforms to interpreting standards defined by the **National Council on Interpreting in Healthcare (NCIHC)** and the **International Medical Interpreters Association (IMIA)**
- All Propio legal Interpreters must obtain Certification by **NAJIT** (The National Association of Judiciary Interpreters and Translators), federal certification with the **AOUSC** (Administrative Offices of the United States Courts) or state certification with the Consortium Project of the **NCSC** (National Center for State Courts) or have equivalent qualifications certified by Propio's QA team
- Interpreters **must demonstrate proficiency** in all working languages
- All interpreters undergo **a thorough background check** and vetting process and sign compliance agreements
- Interpreters must **complete a medical terminology, anatomy & physiology course**
- **Ongoing quality checks and continuing education** ensure our interpreters remain best in class



Propio Interpreters Adhere To The Following Nationally Recognized Quality Standards and Procedures:

Propio only hires interpreters who demonstrate they understand that their primary role is to provide an accurate and impartial interpretation of what each party is trying to communicate to the other and have the emotional intelligence and empathy needed to provide assistance in the most challenging situations. Including complying with industry-recognized interpreter standards for culture

brokering. Our interpreters seek to understand how cultural similarities and differences have a fundamental impact on the interpreting encounter and play a critical role in identifying cultural issues and considering how and when to move to a cultural clarifier role.

All Interpreters Possess These Essential Skills:

Use of the “first person” method of interpreting

Attending to nonverbal cues that may indicate the listeners are confused or do not understand and to get clarification as needed

Managing the smooth flow of communication by, for example, pacing the amount of information presented and avoiding side conversations with either party.

Asking the client for clarification when the interpreter does not understand the terminology or message.

Interpret meaning-to-meaning (listen carefully to the speaker, determine the meaning, and accurately convey speaker’s message and intent).

Interpreter Code of Ethics:

Accuracy – conveying the content and spirit of what is said

Completeness – conveying everything that is said

Conveying Cultural Frameworks – explaining cultural differences or practices

Non-Judgmental Attitude – an interpreter’s function is to facilitate communication. Interpreters are not responsible for what is said by anyone for whom they are interpreting.

Client Self-Determination – The interpreter will not influence the opinion of patients or clients by telling them what action to take.

Attitude Towards Clients – Interpreter should strive to develop a relationship of trust and respect with the client by adopting a caring, attentive, yet discreet and impartial attitude towards the patient.

Acceptance of Assignments – An interpreter shall decline an assignment if their competency or personal sentiments make it difficult to act in a professional manner.



Propio Utilizes A Rigorous Interpreter Qualification Process

To Qualify For Hire, All Interpreter Applicants Are Required To:

1. **Complete a 40-hour Interpreter Training Course** (Bridging The Gap / The Community Interpreter® International) or have equivalent qualifications certified by Propio's QA team
2. **Have at least (1) year of professional interpreting experience**
(on average, Propio interpreters possess 8 years of experience)
3. **Complete a culture fit interview** demonstrating emotional intelligence and the empathy needed to provide assistance in the most challenging situations.
4. **Demonstrate Language Proficiency** via a high school diploma or higher or equivalent credentials
5. **Pass a third-party language proficiency test** – with a score of 3 or higher (out of 5) on the Inter-Agency Language Roundtable (ILR) Scale
6. **Pass mock interpreting sessions** evaluated by Propio's QA department to demonstrate Medical and Legal interpreting capabilities (please see following page for details)
7. **Pass a written 150-question medical terminology test**
8. **Sign commitments** to adhere to the interpreter code of ethics and confidentiality requirements
9. **Pass an IT/equipment test** to verify compliance with workplace standards, including broadband connectivity, computer specs, audio/mic headset specs, and private work location

Qualifications

- Our evaluation process conforms to interpreting standards defined by the **National Council on Interpreting in Healthcare (NCIHC)**
- In addition to all interpreters being medically qualified through our internal process, **many of our interpreters also carry a national certification** (Certification Commission for Health Interpreters, National Board of Certification for Medical Interpreters).

Legal Qualification

Only interpreters that complete the additional requirements below will be certified to take calls for Legal interpretation clients:

- Obtain Certification by NAJIT (The National Association of Judiciary Interpreters and Translators), federal certification with the AOUSC (Administrative Offices of the United States Courts) or state certification with the Consortium Project of the NCSC (National Center for State Courts) or have equivalent qualifications certified by Propio's QA team
- Complete Propio's Legal Interpretation Workshop
- Pass our Legal Terminology test
- Pass the legal version of the mock evaluation assessment (as previously described)

Propio's Mock Interpretation Evaluation Ensures Our Interpreter's Proficiency

Mock Evaluation Assessment Areas

Opening

- Uses an appropriate opening phrase to start the call.
- Identifies him- or herself and their role.
- Greets the Limited English Proficient (LEP)

Call Handling

- Uses direct speech -- first-person interpretation.
- Avoids interrupting and talking over others.
- Remains unbiased.
- Uses good intervention techniques.
- Maintains or changes register if needed.
- Keeps the source speaker informed of issues that come up during the call.
- Avoids taking over the conversation.
- Manages the flow of the conversation.
- Avoids side conversations.
- Demonstrates resourcefulness.
- Demonstrates good use of work tools and equipment.
- Uses good note-taking skills and is organized.
- Demonstrates proficiency in interpreting words without equivalencies.
- Mediates cultural differences.
- Client Service
- Demonstrates a friendly tone of voice.
- Demonstrates courtesy and respect.
- Demonstrates good voice projection.
- Uses good mediation techniques.

Key Skills

- Demonstrates excellent English and target language speaking skills.
- Uses related terminology (healthcare, legal, insurance and finance)
- Demonstrates complete and accurate renditions.

Assessment

All mock interpretations are evaluated by a panel of expert evaluators that are certified by either the National Council on Interpreting in Healthcare (NCIHC) or the International Medical Interpreters Association (IMIA). All evaluators must agree that the candidate met the standard for each of the 24 assessment areas for the candidate to pass the evaluation.

**Interpreter candidates are required to pass a Medical and Legal Mock Evaluation in order to be certified to provide services for each respective segment.*



Translators Are Required To Meet The Following Requirements In Compliance With The ISO 17100:2015 Standard

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 300-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.**

Qualifications

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

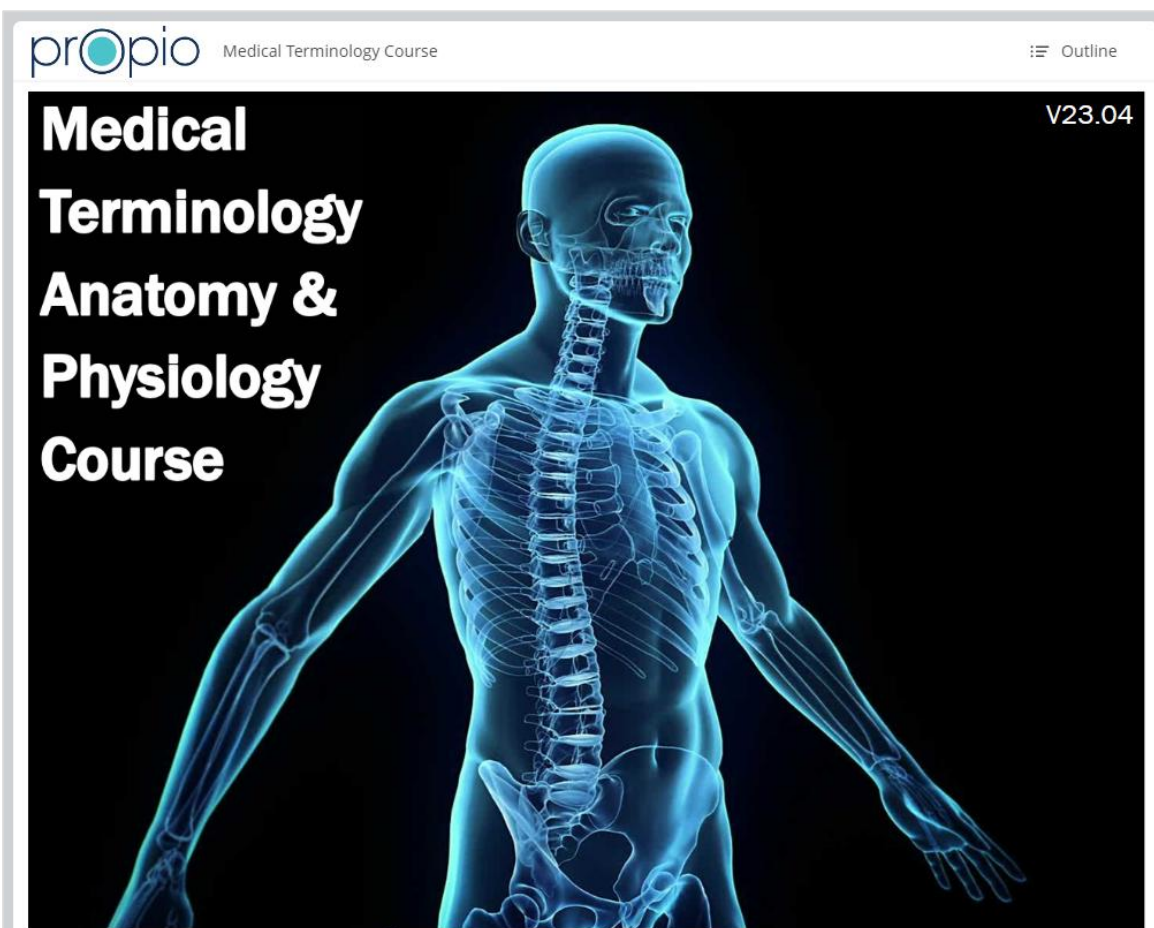
Propio Interpreters Complete A Comprehensive Credentialing and Education Process

As a Part of Onboarding, All Interpreters Must:

- **Establish eligibility to work in the United States**, USCIS, E-Verify
- **Pass a background investigation** which includes but is not limited to a criminal background check, Excluded/Debarred suspension or ineligibility checks, (U.S. HHS OIG List of Excluded Individuals and Entities (LEIE), U.S. GSA System for Award Management (SAM), U.S. Dept of Treasury Office of Foreign Asset Control (OFAC), Numerous other Federal and Standard State List checked on a monthly basis.), Sex Offender Registry Check, etc.
- **Execute Compliance Agreements** which include but are not limited to
 - Acceptance of HIPAA Compliance Policies
 - Code of Conduct Acknowledgment
 - Confidentiality and Non-Disclosure Agreement
 - Business Associates Agreement (BAA)
 - Family Education Rights and Privacy Act (FERPA)
 - Gramm-Leach-Bliley Act Agreement (GLBA)
 - Data Use Agreement (DUA)
 - Standard of Practice Acknowledgment
 - Comprehensive Drug Testing Policy Acknowledgment
 - Compliance Attestation
- **Complete our extensive educational orientation** which includes Interpreter Code of Ethics & Standards of Practice, Medical Terminology, General Compliance, CMS Fraud, Waste & Abuse, Patient Confidentiality and HIPAA Compliance, Harassment & Discrimination, Human Trafficking and Modern Slavery and Company policies and procedures.

Extensive Medical Terminology Training for the Best Quality Interpretation

All interpreters are required to pass a medical terminology, anatomy and physiology course as part of the post – hire training process. The course consists of **12 modules** and **interpreters must score 100% on the exam for each module** before they can progress to the next module.



Topics Covered Include:

- Terminology Basics
- Body Systems
- Musculoskeletal
- Integumentary
- Circulatory
- Respiratory
- Nervous
- Endocrine
- Immune
- Digestive
- Reproductive
- Eyes

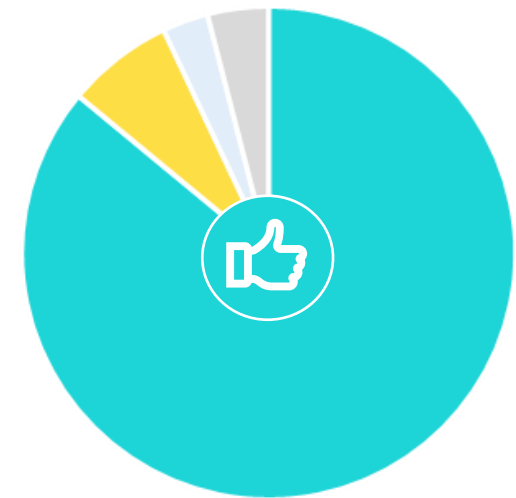
Ongoing Quality Checks Ensure The Best Quality Interpreters

Once Onboarded, Interpreters Are Subject To Ongoing Checks To Ensure Company Standards And Client Expectations Are Met

- 1. Call Audits** - Expert evaluators review randomly selected phone interpreting sessions for each interpreter using the same rubric from the mock series calls. Interpreters are required to score 80% or greater on audited calls.
- 2. 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 93% of our calls are rated 4 or above.
- 3. Call Recordings** - Propio records Phone Interpreting calls for quality assurance purposes. Call recordings are retained for sixty (60) day and then permanently destroyed.
- 4. Escalation & Mitigation** - Clients are encouraged to escalate any quality concerns relating to a specific interpreting encounter or translation project to their Client Success Manager (CSM). Within four (4) hours of receiving the escalated concern, the CSM will contact the client to gather all the relevant information. Within 2 business days of receiving the complaint, the CSM will investigate the complaint – together with our Quality Assurance (QA) department – and contact the client with full results of the investigation, including a report of any remedial action taken with respect to the interpreter.
- 5. 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.

96% Overall Client Satisfaction Rating

YTD, 96% of calls have been rated as Satisfied or Extremely Satisfied



- Extremely Satisfied - 89%
- Satisfied - 7%
- Neutral - 3%
- Dissatisfied - 4%

Propio Requires Interpreters To Complete Ongoing Continuing Education To Remain Qualified

HIPAA & IT Compliance Training –

Interpreters are required to complete the following courses upon hire and annually thereafter:

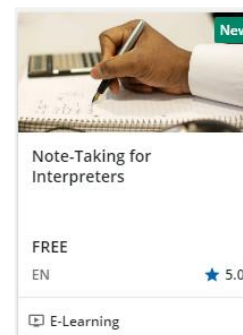
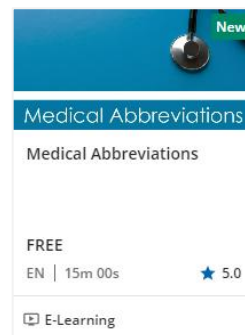
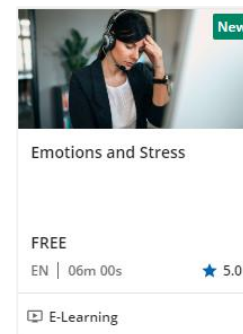
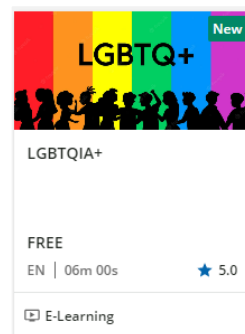
- **HIPAA Privacy Essentials**
- **Harassment Prevention for US Employees**
- **IT Security for End Users: IT Security Fundamentals**

Interpreter Portal – Once onboarded, all interpreters and translators are granted secure access to our Interpreter Portal. This platform serves as a resource for interpreter reference materials, including both general and client-specific glossaries and dictionaries and training videos **on topics such as CMS Fraud Waste and Abuse, Common Slang Terms, Cultural Awareness, LGBTQI terminology, etc.**

Virtual Forums – Interpreters participate in biweekly open virtual forums to discuss industry news, updates, interpreter feedback, and best practices.

Propio Academy – Interpreters are **required to complete 4 continuing education courses** each year to remain qualified

We offer **over 30 different courses** through our online educational platform. They include the renowned “The Community Interpreter International” 40-hour course, “The Medical Interpreter Online” and over thirty additional courses for continued education including



Propio Delivers Unparalleled Support

- Dedicated, highly trained and experienced **Implementation Managers**
- **A proven process** to get your account set up quickly and your team trained with minimal involvement from your staff
- Dedicated **Client Success Managers** for ongoing support
- Opportunities to provide **continuous feedback**
- **State-of-the-art reporting** that provides visibility to key account metrics in real time



Propio's Implementation Leadership Team



Dylan Smith Chief Client Officer

- Based at Propio HQ In Overland Park, KS
- 10 years in healthcare consulting, and project management
- Dylan ensures that every Propio client has a streamlined implementation and the best customer support in the industry



Michael Huppe Vice President of Client Success

- Based at Propio HQ In Overland Park, KS
- 12 years of Account Management experience
- Mike's team is responsible for managing client relationships, identifying new business opportunities, and ensuring high levels of customer satisfaction.



Brenda Hozie Director Of Implementation

- 7 years in IT consulting, and project management
- Leads Propio's Implementation team
- Brenda will ensure a streamlined process of implementation and roll out that is one of the easiest, smoothest interactions you have had with any vendor.

A Dedicated Implementation Manager To Ensure A Quick and Easy Start

Every agency will have a dedicated Implementation Manager to ensure your account is configured to your exact preferences and specifications

and services are implemented at minimal cost and involvement from your staff



Ryan Caldwell

- Based At Propio HQ in Overland Park, KS
- BS In Finance
- 5 years experience in creating, installing, and training custom product solutions for customers in both an onsite and remote capacity
- >100 Clients Implemented with Propio

Ryan's Support for You Includes:

- **Create and customize account settings** including language selection menu and intake questions
- **Distribute important collateral and training** materials (e.g., instruction cards, demo videos, badge tags, and job aids)
- **Host live training sessions** to demonstrate product features, discuss unique use cases, and answer questions
- **Provide updates on program performance** (e.g., connect times, call ratings)
- **Reconfigure account settings** in response to your and emerging needs
- **Forecast** language and interpreter skillset needs to ensure availability of the appropriate linguists for your clientele

An Implementation Plan Specifically for You

The following plan represents Propio's standard implementation process to give you an idea of what to expect. Implementation needs vary by client and each agency's implementation plan will be tailored to your unique needs.

GOALS OF IMPLEMENTATION

- Configure account to exact client preferences and specifications
- Ensure smooth transition from current language services provide
- Minimize client cost and involvement on rollout

STEP 1

INTRODUCTION TO IMPLEMENTATION TEAM

- Business Development e-mails roadmap for implementation.
- Implementation Manager coordinates scheduling for kickoff call.

STEP 2

KICKOFF CALL

- Account configuration – billing/invoicing, subaccounts, phone number setup (shared vs. embedded DID), auto-attendant (top 7 languages), intake questions.
- Training plan – key personnel, live training vs. on-demand training.
- Product demos.

STEP 3

INITIAL USE

- Implementation Manager distributes content for using services (badge tags, language codes, phone numbers, job aids, videos, etc.) to main contact.
- Main contact then distributes information within the organization.
- Implementation Manager monitors usage to confirm setup and adoption.

STEP 4

CLIENT FEEDBACK AND ACCOUNT ADJUSTMENTS

- Alignment on account settings based on initial feedback.
- Implementation Manager reviews relevant KPIs and goals with client and assesses volume compared to projected.

STEP 5

DEPLOY

- Transition to expert Client Success Team and dedicated point of contact.
- Final signoff on account configurations with Client Success Manager.
- Schedule next touch point with Client Success Team 60-90 days out.

Propio's Training Process Ensures Your Staff A Hassle-Free Transition

Our implementation process includes training on product features and best practices for using our services. We'll tailor the training program to your unique needs and preferences and use a hybrid model of live training and written collateral to ensure enthusiastic end-user adoption.

Our Implementation Department Uses Three Main Approaches For The Initial Training, Depending On Your Preference

Direct Training – Propio trains your staff directly via webinars and/or onsite trainings and we can schedule multiple trainings as necessary to accommodate scheduling conflicts

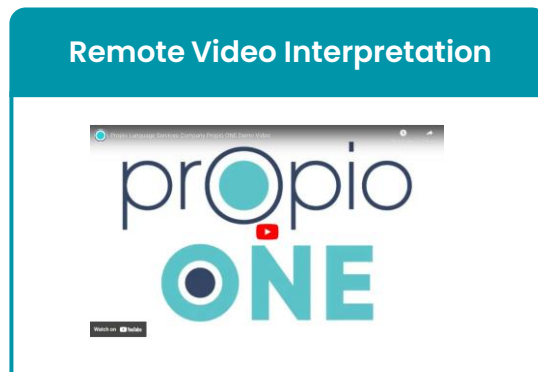
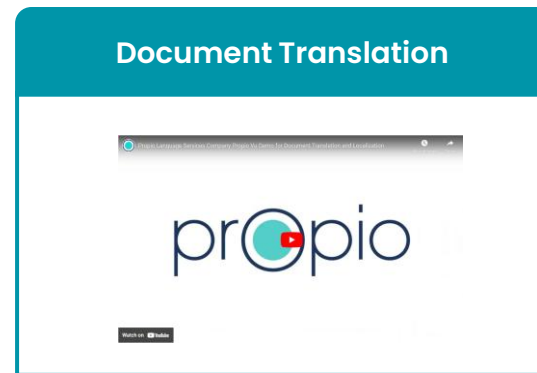
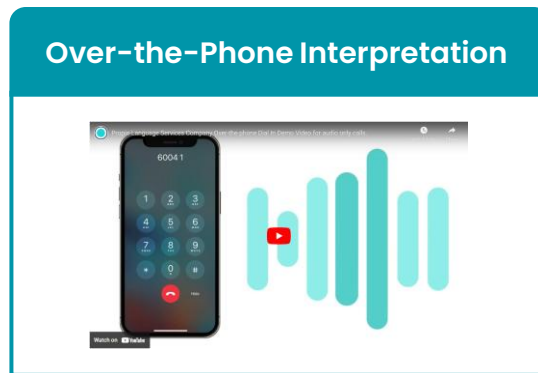
On-Demand Training – Propio provides demo videos and instructional collateral for your staff to review at their convenience. Training can be conducted virtually (via webinar) or onsite.

Train the Trainer – You designate one or more key stakeholders to be trained on Propio's product and processes. Client stakeholders will train staff at their locations and ensure all training materials are disseminated to throughout facility.



Instructional Videos Can Be Distributed To Your Staff Or Added To Your Intranet For Users To Access On Demand

To view the video's, click on the image in each box or cut and paste the address into your browser



Key Facts

Montefiore

- 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

Montefiore'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 Montefiore's operations team
- Order all equipment well in advance and coordinate delivery closely with Montefiore's facilities team
- A team of Propio staff spent a week on-site strategically:
 - Replacing old video carts with brand new hospital grade stands equipped with iPads and Jabra speakers (Propio worked with Montefiore's IT team to enroll the devices in their MDM system, pre-load them with the Propio ONE app and configure them to Montefiore's Wi-Fi Network prior to delivery)
 - Replacing old dual handset phones with state-of-the-art new ones pre-programmed with the appropriate numbers
 - Placing signs to increase awareness for language services
 - Upgrading staff badge tags with instructions on how to access services
 - Holding over 100 10-minute live training sessions with staff across the system to ensure comfort with the new platform
 - Ensuring each department had written instructions on how to use the platform and knew where to access additional training videos on their intranet site

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)
- **Implementation 100% complete in 7 days with zero patient or staff interruption**

"Propio's ability to deliver was something that clearly set them apart. They were a great partner throughout the pilot and implementation process, and the equipment they provided was a significant upgrade from our previous vendor. We couldn't believe how quickly and efficiently they replaced a major vendor."

Propio Is Committed To Providing Exceptional Client Support

To ensure the effectiveness of our customer service, we have implemented various metrics and tools to measure and manage our responsiveness to customer inquiries and issues.

Important to note, our engagement with clients extends beyond these automated tools. **We conduct quarterly business reviews and annually ensure at least one comprehensive top-to-top meeting.** These interactions provide valuable insights and feedback directly from our clients

Salesforce

Is a key tool to track customer interactions across multiple channels, including email, social media, and phone calls. This system enables us to precisely measure response times, assess customer satisfaction, and monitor other vital performance indicators.



Zendesk

For IT-related issues, Zendesk is instrumental in managing and tracking customer inquiries and automatically recording response and resolution times - essential metrics for continuously evaluating our performance and identifying opportunities for improvement.



Net Promoter Score

A critical component of our customer experience measurement is the Net Promoter Score® (NPS®). We take pride in our industry-leading NPS score of 71, surpassing our competitors' scores and the industry average of the business services industry. This score is a testament to our clientele's high level of satisfaction and loyalty.



Client Surveys



In our pursuit of comprehensive client feedback, we conduct annual surveys covering various aspects beyond NPS. These surveys assess overall satisfaction, interpreter service quality, invoice accuracy, connection times, security, compliance, overall value, Client Success team availability, connection quality, and platform ease of use, among other criteria.

Our senior leadership meticulously reviews the responses from these surveys. Clients' feedback is consolidated and integrated into their subsequent quarterly business reviews and annual top-to-top meetings. This process ensures that client feedback directly informs our strategies and service improvements, reinforcing our commitment to exceptional customer service.

Propio's Account Management Leadership Team



Dylan Smith Chief Client Officer

- Based at Propio HQ In Overland Park, KS
- 10 years in healthcare consulting, and project management
- Leads Implementation and Client Success teams across Propio
- Dylan ensures that every Propio client has a streamlined implementation and the best customer support in the industry



Dan Deckert Vice President Of Client Engagement

- Based at Propio HQ In Overland Park, KS
- 14 years of Account Management Experience
- Leads Propio's Client Success team
- Dan is responsible for driving enterprise-level growth strategies, cultivating executive relationships, and overseeing exceptional service delivery.



Katherine Damian Director Of Client Success

- Based at Propio HQ In Overland Park, KS
- 10 years of Account Management experience
- BBA in Accounting from Wichita State University
- Katherine and her team ensure that client interactions are positive and productive, driving customer satisfaction through tailored support and proactive problem resolution

Each Agency Will Have A Dedicated Sr. Client Success Manager



Victor Lewis Sr. Client Success Manager

- Based At Propio HQ in Overland Park, KS
- BS in World Business Culture and Professional Communication from the University of Kansas
- 3 years with Propio
- Experience with the Commonwealth of Virginia, State of Illinois, Mississippi Department of Human Services and hundreds of other government agencies

Victor's Primary Responsibilities:

- **Cultivate strong and collaborative relationships** with clients, acting as their main point of contact and trusted advisor within Propio.
- **Develop and execute account plans** to align our services with clients' strategic objectives, promoting growth and retention.
- **Collaborate with internal teams** to identify and propose customized solutions that meet clients' evolving needs and challenges.
- **Act as the client's advocate within the organization**, ensuring that their feedback and concerns are addressed promptly and appropriately.
- **Monitor and measure client success metrics**, such as usage, satisfaction, and key performance indicators (KPIs), to track the client relationship's overall health and identify improvement areas.
- **Manage and resolve client issues and escalations**, ensuring a swift and satisfactory resolution to maintain a positive client experience.
- **Align cross-functional efforts** to exceed client expectations.

Client Success Administrators Provide Comprehensive Support

Responsibilities

- Answer questions & respond to all requests within a 12 hr timeframe.
- Act as the primary point of contact for clients experiencing difficulties, ensuring issues are resolved promptly and effectively. Escalate unresolved issues to the relevant departments as needed.
- Manage the process of issuing billing adjustments or credits as necessary, based on client feedback or service issues.
- Monitor contract terms and ensure compliance with all terms and conditions.
- Consistently provide ongoing trainings for new staff as well as refresher conference calls as needed.
- Forecast language needs to ensure continued availability.
- Investigate quality submissions and provide detailed feedback to stakeholders and end-users.
- Support ongoing equipment needs including repairs and replacements.
- Act as a client advocate within the company, ensuring their needs and expectations inform business decisions and service enhancements.

Main Contact(s)



Miguel Perez
Director of Client Success



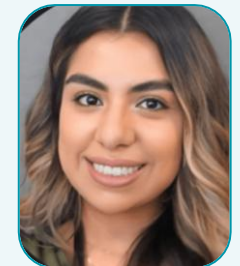
Angela Pham
Client Success Administrator



Tamera Armstrong
Client Success Administrator



Amy Tryban
Client Success Administrator



Veronica Calderon
Client Success Administrator

Propio has a team of over 25 Client Support Associates dedicated to delivering exceptional service

PropioAnalytics Enables You To Track Your Key Account Metrics in Real Time



Please click on the icon to see a 4-minute video demonstration

On The
Homepage

View Usage Metrics – Select A Service Line To Drill Down – High-Level Analytics Data
Access Job Detail Reports – Access Account Information

Usage Metrics
View usage metrics like never before ⓘ

Month	Usage
Sep 2022	Low
Oct 2022	Medium
Nov 2022	High
Dec 2022	Medium
Jan 2023	High

Quick Analytics

Your Data
Last updated: 2/3/2023 3:02:23 PM CST

95.4%
All Time Satisfaction Rating ⓘ

41,397
Jobs Month to Date

631,064
Minutes Month to Date

In this past week, demand is trending for:
▲ 3.55% Lingala ▲ 91

44,940
Jobs Yesterday

propio

Your Dedicated Phone Number(s) – Account Access Codes – Account Manager Information
Your Intake Questions – Billing Information – Service Availability

The screenshot displays the Propio Analytics dashboard. The top navigation bar includes the Propio logo, a user profile 'JS', and a hamburger menu. The left sidebar contains 'My Dashboard' and 'My Reports'. The main content area is titled 'Account Information' and includes a 'Back' link and 'Inc. Master Account' label. It features a dropdown menu for 'Account' set to 'All'. Below this is a table with columns 'Client DID' and 'Propio One Code', showing values '#N/A' and 'OOCYKO'. There are two expandable sections: 'Intake Prompts' with a list of four items (1. Company name and phone number, 2. Your first and last name (spelled correctly), 3. None, 4. None) and 'Billing Emails' with two email addresses. On the right, the 'Account Configuration' section shows 'Adam Middleton' as the Account Manager, '1/1/1998' as the Customer Since date, '9,442' as the Number of Billing Groups, and '20,493' as the Number of Accounts. The 'Enabled Services' section lists four services: Telephonic/Audio Interpreting (Active), Video/Remote Interpreting (Inactive), Onsite or 3rd Party Interpreting (Inactive), and Written Translation (Active). A footer note states: 'To change this information or add additional services, please contact lbeckett@propio-ls.com'.

prOpio ANALYTICS JS

< Back Inc. Master Account

Account Information

Account

All

Client DID	Propio One Code
#N/A	OOCYKO

Intake Prompts

1. Company name and phone number
2. Your first and last name (spelled correctly)
3. None
4. None

Billing Emails

patricia.musariri@intrinzincorp.com

milay.lino@intrinzincorp.com; accounting@intrinzincorp.com

Account Configuration

Adam Middleton
Account Manager

1/1/1998
Customer Since

9,442
Number of Billing Groups

20,493
Number of Accounts

Enabled Services

- ✓ Telephonic/Audio Interpreting *Active*
- ✓ Video/Remote Interpreting *Inactive*
- ✓ Onsite or 3rd Party Interpreting *Inactive*
- ✓ Written Translation *Active*

To change this information or add additional services, please contact lbeckett@propio-ls.com

Customized Reports

Provide instant and Secure access to your language services usage. All reports can be viewed on the Client Portal or downloaded to Excel or PDF. Reports can also be sent to you automatically at a cadence of your choice if desired

Account Summary

Account Number	Account Name	Number of Calls	Number of Minutes	Avg. Rate Per Minute	Average Connect Time (Mins:Secs)	Average Call Length (Mins)	Total Charge
0271	Client ABC	5	121	\$1.35	00:14	24.2	\$163.35

A high-level summary of your account(s) and is a great resource to monitor usage across multiple locations or agencies. If you have multiple accounts, this report will give you a summary of each account that ties to your top account with the information per account available as well.

Language Summary

Language	Percent Minutes	Number of Calls	Number of Minutes	Average Connect Time (Mins:Secs)	Average Call Length (Mins)	Total Charge
Spanish	60.33%	3	73	00:17	24.3	\$98.55
Akateko	32.23%	1	39	00:10	39	\$52.65
Polish	7.44%	1	9	00:07	9	\$12.15
Grand Total	100%	5	121	00:11	24.1	\$163.35

This report will give you similar information as the Summarize by Account report, and additionally breaks it out by language usage.

Detailed Summary

Project ID	Call Hist ID	Client ID	Client Name	Language	Service Date	Start Time	Intake 1	Intake 2	Intake 3	Intake 4	Caller ID	Unit Rate	Mins Used	Total Charge	Interpreter ID	Connect Time (secs)	Dispute
52742	2404	147	ClientB	Spanish	01/2/22	1:33PM	Loc 98	Emp 83	Patient 3	N/A	1824451234	\$1.35	21	\$28.35	990	17	Dispute
6462	455	451	ClientC	Polish	03/11/22	2:41PM	Loc 34	Emp 21	Patient 2	N/A	3820981123	\$1.35	9	\$12.15	999	7	Dispute
42	734	32	ClientX	Akateko	11/04/22	8:00AM	Loc 12	Emp 5	Patient 1	N/A	2826587747	\$1.35	39	\$52.65	114	10	Dispute

This report gives you an individual per call audit of each phone call placed including project id, caller ID, Language, start time, customizable intake questions, usage, rate and connect time

Flexible Account Configurations To Accommodate Each Agency's Unique Needs

Configuration Option	Technical Approach	Billing Outcome
Option #1 – Separate Phone Numbers	Separate dedicated phone numbers for each site/location.	Separate invoice for each phone number sent together to systemwide billing contact and/or individual site/location billing contact.
Option #2 – Access Codes	One shared systemwide phone number with dedicated four-digit access codes for each site/location. End-user will enter access code at the beginning of each call.	Separate invoice for each access code sent together to systemwide billing contact and/or individual site/location billing contact.
Option #3 – Intake Questions	One shared systemwide phone number with intake question to capture site/location name. No access code required.	One invoice with site/location identified on per call basis as answer to intake question.

Propio bills monthly on a retroactive basis, meaning that invoices represent services already performed over the previous month.

Payment is due within thirty (30) days of the invoice date. Electronic invoices are sent via email to the designated billing contacts. Propio accepts payment via electronic fund transfer (EFT) and check.

Billing Disputes

Billing disputes can be initiated from directly inside the Detailed Report page of our client portal by clicking on the red “Dispute” button

This button will launch of process for disputing specific line items for the call. The portal sends a ticket to our Client Success department identifying the disputed information. Our Client Success team will investigate the dispute and provide a full report of its findings to the client, including a summary of any remedial action.

Disputes can also be reported directly to the Client Success Manager (CSM) for the account

Sample Invoice

Propio Language Services
10801 Mastin Street
Suite 580
Overland Park KS 66210
United States



Invoice
#0070021022
10/31/2022

Bill To
Language Services International (LangServ) Master
9310 Old Kings Road, Suite 301
Jacksonville FL 32257-6155
United States

Terms	Due Date	PO #	Account #	Requestor
Net 30	11/30/2022		7002	

Service	Qty	Rate	Amount
Telephone Interpretation	1	\$14.70	\$14.70

Total			\$14.70
Credits Applied			\$0.00
Amount Due			\$14.70



Have questions? Please contact:
ClientServices@Propio-LS.com



Please send remittance advice to:
Payments@Propio-LS.com



1 of 1

Securing PHI

To protect our clients' customers' PHI, a limited amount of information is included on our standard invoice.

Detailed information regarding the services provided is available 24 x 7x 365 on our client portal.

Your Client Success Manager can also put together detailed reports or work with you to customize an invoice format to meet your organizations needs.

Propio understands how important it is to have accurate, complete and secure information and is committed to working with our clients to provide it in a simple and secure way.

- 4. DEI
*And Social Equity
Initiatives*

Propio Is Proud To Promote A Sustainable Business Model

At Propio, we think about Sustainability from the standpoint of Our People, Our Community and Our Planet and are proud to share how we are working to ensure a sustainable future for all stakeholders by:

Our People

Being a leading diversity employer in Kansas City (please see following page for details)

Paying above average wages and ensuring pay equity between male and female employees

Providing health insurance for all employees and their families including same sex partners and a no out-of-pocket cost option

Offering a Tuition Reimbursement program

Paid time off to vote



Our Community

Partnering with local minority and women-owned businesses whenever possible. In 2024, Propio will spend over \$1,000,000 with minority and woman-owned businesses

Created a Community Connections Team to facilitate community engagement and support organizations with a diverse population

In 2024, we've partnered with The Ronald McDonald House, and Children's Mercy



Our Planet

Reducing green house gas (GHG) emissions by promoting remote interpreting vs on-site; when compared to having an interpreter drive or fly to a meeting, remote services significantly reduce GHG emissions

Working to become a paper free office- all employees are provided dual monitors to reduce the need to print pages and all conference rooms are equipped with video screens to reduce the need to print

Recycling bins are provided in all facilities



Propio Is Proud To Be A Diverse Organization

With a Latino CEO and 30% of our employees coming from a minority background, Propio is proud to be an organization that values diversity and promotes practices that advance the inclusion of all people.

The key to our success as a global organization is finding the best talent. Our Human Resources team works hard to ensure that for every job opening, we are considering all candidates and have policies and procedures in place to ensure that neither conscious nor unconscious biases get in the way of finding the best talent, including:

- Job postings are carefully reviewed for verbiage that may dissuade applicants of certain cultures or genders from applying. For example, studies have shown the use of “masculine-type” words like ambitious, dominate, challenging, etc. could dissuade female candidates from applying
- Jobs are posted on at least 3 different boards and we carefully source recruiting partners that appeal to diverse communities
- We ensure our website and company postings reflect the true diversity of our staff
- We offer flexible schedules with the ability to work remote as needed to attract diverse and nontraditional types of candidates
- All candidate slates for manager level roles and

above contain at least 1 woman and 1 candidate from a minority background

- All candidates are interviewed by a panel of interviewers including at least 1 woman and 1 diverse interviewer
- We track the numbers to ensure what we’re doing is working and adjust as needed

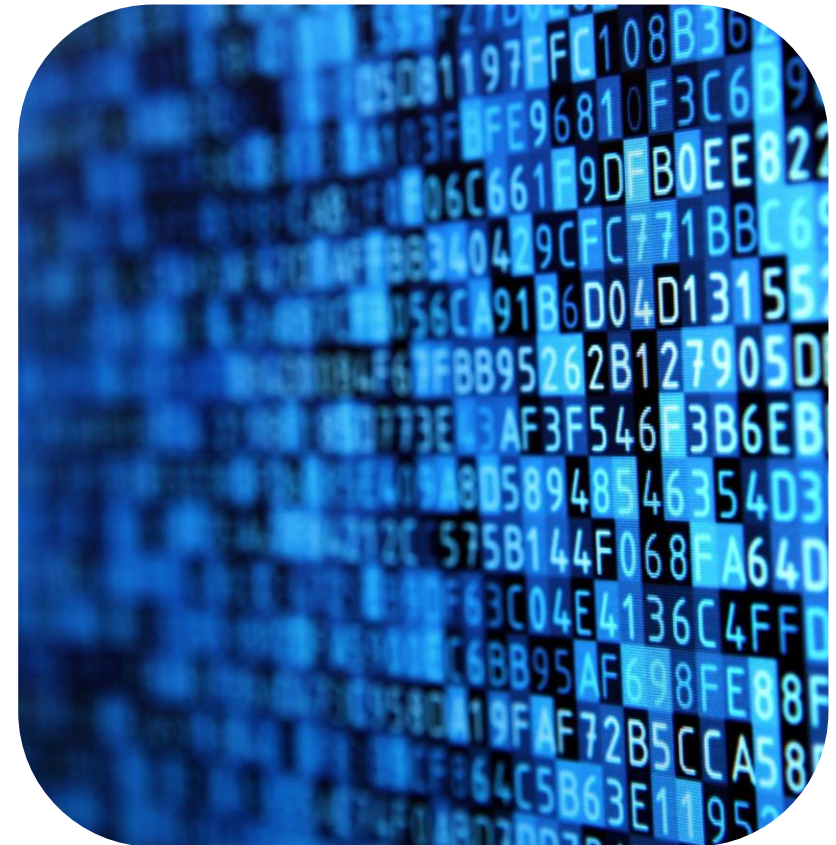


Marco Assis / Propio's CEO & Partner

- 5. Technology
Capabilities

Propio's IT Security: Secure, Compliant, and Certified

- **Propio's data is encrypted in transit (SSL/TLS 1.2) and at rest leveraging AES-256.**
- **Propio is HiTrust and SOC 2 Type 1 Certified** and undergoing Type 2 Audit
- **Propio has established an implementation of its hosted environment on AWS.** AWS maintains certifications for compliance with several standards within the International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC) to ensure AWS SOC 2 compliance.
- **AWS is SSAE 16 Type Certified** and is home to Propio's Mission Critical Operations. It holds PCI DSS 3.2 certification and is also fully compliant with HIPAA.



Propio Is Committed to Excellence in Data Security and Compliance

Proudly holding the following certifications:

HITRUST

HITRUST certification ensures compliance with regulations and best practices for managing sensitive data, including healthcare and critical information.

Soc 2 Type 1

SOC 2 Type I certification verifies an organization's controls to safeguard sensitive data, evaluating their design at a specific point in time across security, availability, integrity, confidentiality, and privacy.

ISO 17100 for Translation Services

a standard for translation services. It specifies requirements for all aspects of the translation process directly affecting the quality and delivery of translation services.

ISO 13485 for QMS

is a standard for quality management systems specific to the medical device industry. It outlines requirements for a QMS that can demonstrate an organization's ability to provide medical devices and related services that consistently meet customer and regulatory requirements.

ISO 27001 for ISMS

a standard for information security management systems (ISMS). It provides a systematic approach to managing sensitive company information so that it remains secure.

ISO 9001 for QMS

a standard for quality management systems (QMS). It is designed to help organizations ensure they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or service.

IT Security and Compliance Team

Reporting through our General Counsel to the CFO and ultimately to the CEO, Propio's IT Security and Compliance team ensures that rigorous protocols are in place to safeguard sensitive data, adhere to regulatory requirements, and maintain full compliance with industry standards, including HIPAA and other applicable privacy and security frameworks.



Marco Assis
CEO



Chris Pesce
CFO



Mike Adams
General Counsel



Tori Schmus
Compliance
Manager



Stephen Torgeson
VP of Information
Security



Jatin Sethi
Security Analyst



Maverick Hughes
Security Analyst



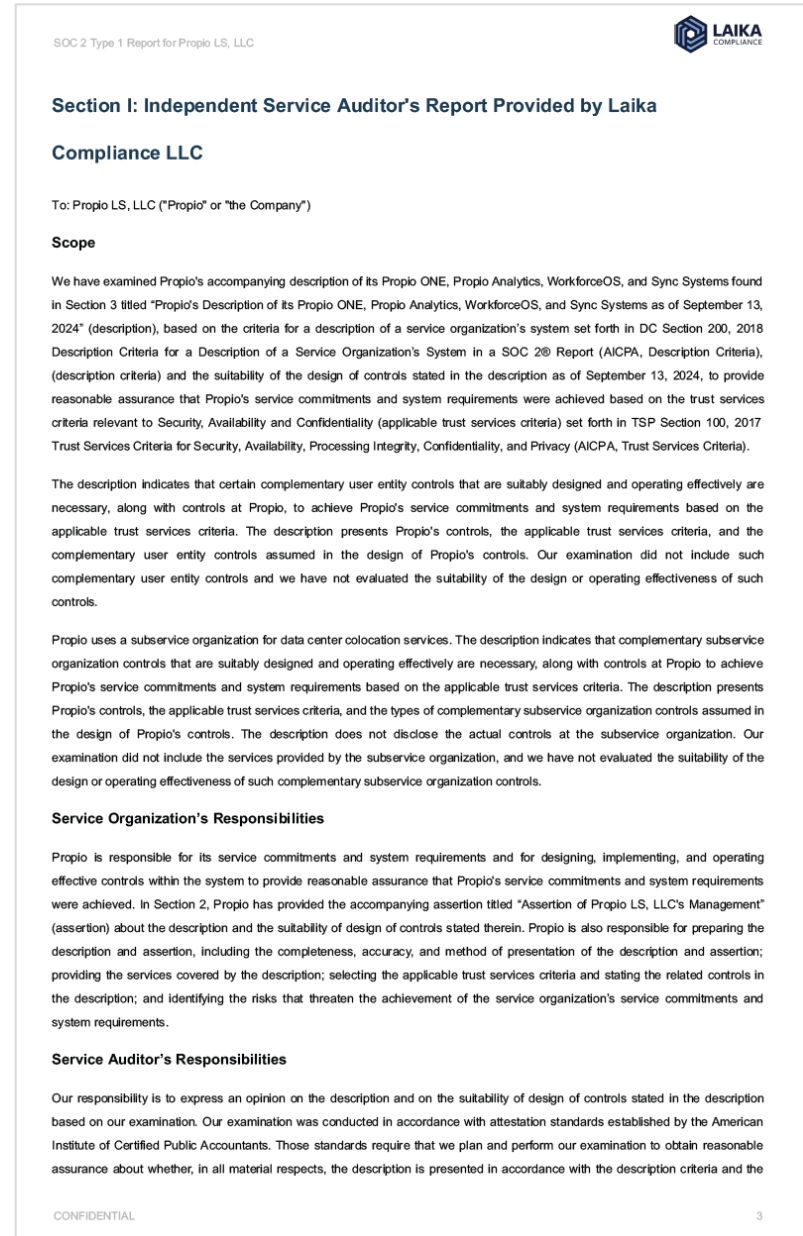
Kyle Nix
Security Analyst



Tia Miller
Security Analyst

SOC 2 Type I certification verifies an organization's controls to safeguard sensitive data, evaluating their design at a specific point in time across security, availability, integrity, confidentiality, and privacy.

Propio is proud to have achieved **SOC 2 Type 1 Certification** in September 2024. We are now in the process of completing our SOC 2 Type 2 audit and anticipate certification by April 2025.





controls stated therein were suitably designed to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of a description of a service organization's system and the suitability of the design of controls involves:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements.
- Assessing the risks that the description is not presented in accordance with the description criteria and that controls were not suitably designed.
- Performing procedures to obtain evidence about whether the description is presented in accordance with the description criteria.
- Performing procedures to obtain evidence about whether controls stated in the description were suitably designed to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria.
- Evaluating the overall presentation of the description.

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

The description is prepared to meet the common needs of a broad range of report users and may not, therefore, include every aspect of the system that individual users may consider important to meet their informational needs. There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. The projection to the future of any conclusions about the suitability of the design of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Other Matter

We did not perform any procedures regarding the operating effectiveness of controls stated in the description and, accordingly, do not express an opinion thereon.

Opinion

In our opinion, in all material respects—

1. The description presents the Propio ONE, Propio Analytics, WorkforceOS, and Sync Systems that were designed and implemented as of September 13, 2024, in accordance with the description criteria.
2. The controls stated in the description were suitably designed as of September 13, 2024, to provide reasonable assurance that Propio's service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively as of that date and if the subservice organization and user entities applied the complementary controls assumed in the design of Propio's controls as of that date.

Restricted Use

This report is intended solely for the information and use of Propio; user entities of the Propio ONE, Propio Analytics, WorkforceOS, and Sync Systems as of September 13, 2024, business partners of Propio subject to risks arising from interactions with the Propio ONE, Propio Analytics, WorkforceOS, and Sync Systems, practitioners providing services to such user entities and business partners, prospective user entities and business partners, and regulators who have sufficient knowledge and understanding of the following:

- The nature of the service provided by the service organization.
- How the service organization's system interacts with user entities, business partners, subservice organizations, and other



- parties.
- Internal control and its limitations.
- Complementary user entity controls and complementary subservice organization controls and how those controls interact with the controls at the service organization to achieve the service organization's service commitments and system requirements.
- User entity responsibilities and how they may affect the user entity's ability to effectively use the service organization's services.
- The applicable trust services criteria.
- The risks that may threaten the achievement of the service organization's service commitments and system requirements and how controls address those risks.

This report is not intended to be, and should not be, used by anyone other than these specified parties.

Laika Compliance LLC

Arlington, Virginia

September 24, 2024

HITRUST

ensures compliance with regulations and best practices for managing sensitive data, including healthcare and critical information.

HITRUST[™] 6175 Main Street
Suite 400
Frisco, TX 75034

November 15, 2024

Propio LS, LLC
10801 Mastin Street
Suite 580
Overland Park, Kansas 66210-1843

Based upon representation from management as to the accuracy and completeness of information provided, the procedures performed by an Authorized External Assessor to validate such information, and HITRUST's independent confirmation that the work was performed in accordance with the HITRUST® Assurance Program requirements, the following platforms, facilities, and supporting infrastructure of the Organization ("Scope") meet the HITRUST CSF® v11.3.2 Essentials, 1-year (e1) certification criteria:

Platforms:

- Propio One residing at Amazon Web Services (AWS East 2)
- Workforce OS residing at Amazon Web Services (AWS East 2)

Facilities:

- Amazon Web Services (AWS) (Data Center) managed by Amazon Web Services located in Ohio, AWS East 2, United States of America
- Amazon Web Services (AWS) (Data Center) managed by Amazon Web Services located in Oregon, AWS West 2, United States of America

The certification is valid for a period of one year assuming the following occurs. If any of these criteria are not met, HITRUST will perform an investigation to determine ongoing validity of the certification and reserves the right to revoke the Organization's certification.

- No data security breach reportable to a federal or state agency by law or regulation has occurred within or affecting the assessed environment, and
- No significant changes in the business or security policies, practices, controls, and processes have occurred that might impact its ability to meet the HITRUST Essentials, 1-year (e1) certification criteria.

HITRUST has developed the HITRUST CSF, a certifiable framework that provides organizations with the needed structure, detail and clarity relating to information protection. With input from

Confidential
Propio LS, LLC

Page 1 of 2

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HITRUSTAlliance.net

HITRUST[™] 6175 Main Street
Suite 400
Frisco, TX 75034

leading organizations, HITRUST identified a subset of the HITRUST CSF requirements that an organization must meet to be HITRUST Essentials, 1-year (e1) Certified.

HITRUST performed a quality assurance review to ensure that the control maturity scores were consistent with the results of testing performed by the Authorized External Assessor. Users of this letter can refer to the document [Leveraging HITRUST Assessment Reports: A Guide for New Users](#) for questions on interpreting this letter and can contact HITRUST customer support at support@hitrustalliance.net. Users of this letter are assumed to be familiar with and understand the services provided by the organization listed above, and what specific services are being used by the user organization.

A version of this letter with a more detailed scope description has also been issued by HITRUST which can also be requested from the organization listed above directly. A full HITRUST Validated Assessment Report has also been issued by HITRUST which can also be requested from the organization listed above directly. Additional information on the HITRUST Assurance Program can be found at the HITRUST website at <https://hitrustalliance.net>.

HITRUST

Confidential
Propio LS, LLC

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Propio's Data Flow Diagram

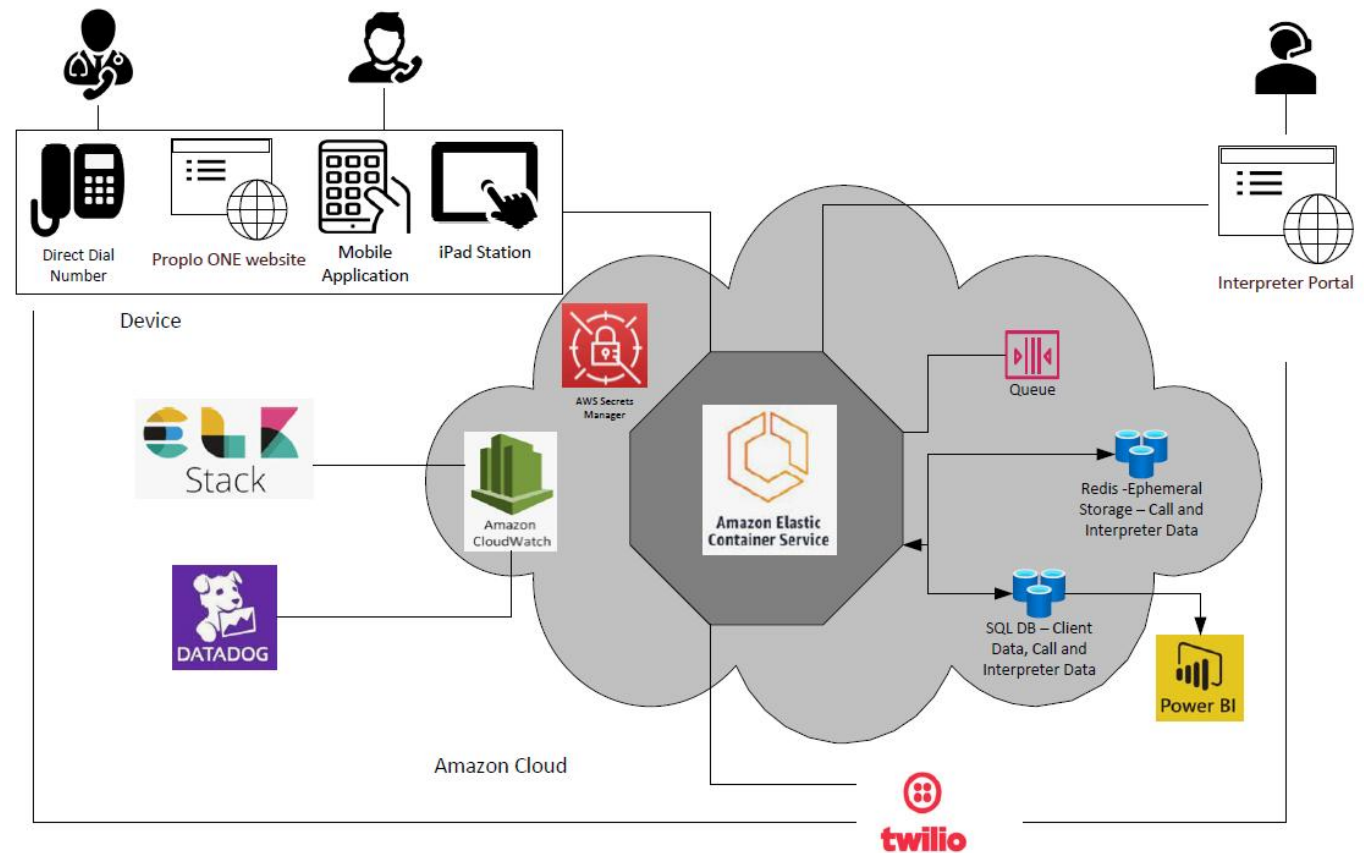
Propio's infrastructure is superior to other remote interpreting industry practices in several ways:

We leverage Amazon Web Services' robust capabilities, ensuring high availability, scalability, and security for our services.

Our system is designed to support multiple access points, including a web portal, mobile applications, and direct dial numbers, offering users unparalleled flexibility and ease of access.

We host a containerized application in AWS and a suite of associated services such as a NoSQL Database, a local cache, and various computer services. Our SQL database cluster further enhances our operations by consolidating client, call, and interpreter data, which improves data integrity and simplifies management processes.

Overall, our infrastructure combines cutting-edge technology and strategic design to deliver a reliable and efficient service.



Cybersecurity Policies and Procedures

Apart from the details explained below, Propio does not maintain detailed data during the course of translation or interpretation of agencies communications with their clients. The data that is collected and maintained in our database includes the date and time of the phone call interpreted, agency's account number, name of the agent requesting interpreting services, their department and language translated. Additional information may be collected and stored based on a client's request to collect specific intake data during the encounter, such as a consumers name, MRN#, etc.. This information is reflected in the invoice for the sole purpose of verifying these details of the phone call or document being translated. This information is used for verification of billing. When this information is translated or interpreted, during the regular course of our services, all ancillary notes taken by the interpreter are destroyed.

If summary reports such as analyses of languages requested by an agency are required, Propio can provide, at no cost, the overall data summaries as per the needs of the agencies. This information will be general in nature with non-specific details as per any individual.

If in the event of an interpretation rendered for an agency in the process of an investigation, Propio will share pertinent information it may have collected through the course of the service rendered. This may include address information, phone number, etc. Since it is understood that the agency is responsible for collecting, recording and maintaining the information interpreted, Propio does not make an effort to retain this

detailed information. If an interpreter writes down ancillary notes to aid them in the proper interpretation of the information, the interpreter destroys these notes immediately following the interpretation session, and therefore Propio does not guarantee the ability to reproduce said information. If caller ID information is requested, for a specific reason, according to the guidelines as indicated in State statute, we can provide this information insomuch that it exists in our phone records, and it complies with the privacy guidelines guaranteed by federal and state laws.

Specifically regarding PHI information and in compliance with HIPAA laws, Propio performs services under the minimum necessary rule and only has access to a limited data set. Information is accessible only to agency account administrators and Propio employees, who have the approved role based security to access this limited data set.

During the course of interpreting, a credit card number may be requested by your staff and the information interpreted. Propio is compliant with all federal laws regarding credit card information as required in the federal law, Payment Card Industry Data Security Standard (PCI DSS). Propio does not collect or store any credit card information and the interpreter destroys any ancillary notes immediately following the interpretation session

Data is maintained in one of two places:

1. A data center that is only physically accessible to authorized personnel via face recognition and fingerprint identity security. The data center is monitored by security officers 24 hours a day. All personnel who have access are required to pass a background check. The list of personnel that have either physical or virtual access are independently audited prior to receiving security clearance and to assure that employees that have been released from service do not have access to the data center. Personnel with privileged access to confidential client information are required to remotely access the data via enclaved workstations that are also housed at the data center. Propio's data center is SOC 1 and SOC 2 certified. The database is setup locally in a redundant cluster to assure retention of information in the event of server failure. Propio keeps a backup of billing information, maintained offsite in a separate secure facility in case of catastrophic failure. All client data is encrypted at rest and in motion. Specific encryption protocols used: AES256 and AES1024 TLS v1.3. Recordings of client interpretation calls are retained for 60 days and are available for reference should the client express a concern regarding a call. All other client data is retained for a period of three years from the termination.
2. AWS Virtual Private Cloud Instance. Physical access to the availability zones is impossible as it is spread out over at least three availability zones and regions

to ensure high availability and redundancy. Each AWS site carries the same security certifications (SOC1, SOC2), as well as all client data being encrypted using the same protocols (AES256 and AES1024 TLS v1.3). Propio keeps a backup of billing information, maintained offsite in a separate secure facility in case of catastrophic failure. All client data is encrypted at rest and in motion. Recordings of client interpretation calls are retained for 60 days and are available for reference should the client express a concern regarding a call. All other client data is retained for a period of three years from the termination.

Propio's data is encrypted in transit (SSL/TLS 1.2) and at rest leveraging AES-256.

Antivirus Standards

Propio utilizes Windows Defender for Antivirus and device security. In addition, we deploy ConnectWise to ensure all endpoints (Propio-owned) devices are automatically updated to the latest patches and security updates as they become available. At the moment, Propio is 100% compliant with all Microsoft updates across all servers and end points.

Software Updates and Upgrades

Propio's OS and firmware updates and upgrades are managed via ConnectWise on all endpoints. Updates are automated on Propio endpoints. No Vendor engagement would be required. Propio Software (Propio ONE) for Mobile devices is automated when an update is available so long as the client has elected for automatic updates on apps from the AppStore. Website updates are automatically deployed, requiring no user engagement.

Should there be hardware deployed for a Propio client, an arrangement is made during discovery and onboarding of client to align on the roles and responsibilities of firmware upgrades (as this requires Propio engaging client technical staff). In regard to hardware upgrades, it is Propio's responsibility to manage physical device upgrades/replacements if supplied by Propio. If devices are purchased outright by client through Propio, those devices are owned and managed by Propio's client and Propio is only accountable for assisting in Propio's proprietary software management.

Data Storage

Propio has established an implementation of its hosted environment on AWS. AWS maintains certifications for compliance with several standards within the International Organization for

Standardization (ISO) and International Electrotechnical Commission (IEC) to ensure AWS SOC 2 compliance.

AWS is SSAE 16 Type Certified and is home to Propio's Mission Critical Operations. It holds PCI DSS 3.2 certification and is also fully compliant with HIPAA.

- **Network:** Propio's internet backbone is of Mission Critical Design with routing is optimized to minimize or eliminate congestion points.

AWS utilizes a regional structure which spreads out the workload offering redundancy and high availability across multiple zones. Each availability zone is protected using fault tolerant and redundant systems that account for:

- **Power, Cooling, Security.**

The availability zones are secured sites with no public access. A full breakdown is maintained here:

[\(Global Infrastructure Regions & AZs \(amazon.com\)\)](https://aws.amazon.com/global-infrastructure/)

Unmatched IT Resilience Ensures Seamless Service Through Any Disaster

At Propio, our business continuity plan is designed to ensure our services remain operational through any disaster, including hurricanes, storms, and other internal and external threats. Here's how we maintain resilience and reliability:

Advanced Infrastructure

- **We utilize Amazon Web Services (AWS) for our telecommunications infrastructure**, providing high availability, scalability, and security.
- **We host a containerized application in AWS and a suite of associated services such as a NoSQL Database and a local cache,**
- **Our SQL database cluster enhances our operations by consolidating client, call, and interpreter data**, which improves data integrity and simplifies management processes.

Redundancy & Reliability

- **We have a robust Information System Contingency Plan (ISCP) in place for power outages or natural disasters.** This includes processes for local system failures, temporary site failures, and long-term site or data center failures.
- **Remote access procedures for key personnel and multiregional availability within AWS** ensure that no natural disaster or site failure can take Propio One offline.

Key Strengths

- **All data is stored in the United States.**
- **We have achieved 99.99% system uptime over the past 24 months**
- **Our telephony system, hosted on AWS, can dynamically scale to handle unlimited call volumes**, ensuring uninterrupted service

By leveraging cutting-edge technology and strategic design, we deliver reliable, efficient, and resilient services, ensuring that Propio remains the most reliable partner for your interpreting needs

Safeguarding The Privacy & Security of PHI

By following the guidelines below, Propio ensures that our services meet HIPAA compliance standards:

Business Associate Agreements (BAA's)

Staff sign Business Associate Agreements (BAAs) ensuring they are aware of and agree to their responsibilities regarding Protected Health Information (PHI)

Training & Awareness

Staff undergo regular HIPAA training to understand their obligations to protect PHI. Continuous education and awareness programs are conducted to keep them updated on any changes in HIPAA regulations.

Confidentiality & Security Measures

Policies and procedures are in place for the proper handling of PHI, including secure storage, transmission, and disposal of PHI. Access to PHI is limited to those who need it for their job duties, and data is encrypted when transmitted electronically

Audit & Monitoring

Regular audits are conducted to ensure compliance with HIPAA regulations and monitoring systems are in place to detect unauthorized access or breaches involving PHI

Incident Response Plan

Our incident response plan includes breach notification protocols if PHI is compromised and corrective action plans.

Privacy Policies

Clear and comprehensive privacy policies outline the responsibilities of interpreters and translators in protecting PHI.

Technical Safeguards

Secure communication channels for interpretation and translation services include data encryption in rest and in transit. Access logs ensure traceability and accountability.

Physical Safeguards

Staff work in secure environments where PHI cannot be accessed by unauthorized individuals. Physical access controls prevent unauthorized access to areas where PHI is handled.

Documentation

Propio maintains detailed records of all HIPAA compliance activities, including training, audits, and breach responses and we regularly review and update policies and procedures to ensure they remain compliant with current HIPAA regulations



An Independent Evaluation of the HIPAA Program

Security, Privacy, and Breach Notification

Prepared For

Propio LS, LLC

December 27, 2023

Prepared by:

Shelli Crocker, CISSP
Senior Security Consultant
shelli.crocker@tw-Security.com
M: 816-260-8601

tw-Security, LLC
www.tw-Security.com



STATEMENT OF CONFIDENTIALITY
The information in this document
is confidential.



Evaluation of the HIPAA Program

Purpose

Customers of Propio LS, Inc (some of which may be healthcare "Covered Entities" under HIPAA) may request some type of reasonable assurances that the policies, procedures, plans, safeguards, and controls implemented at Propio are based upon a risk analysis as well as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its subsequent revisions. The intent of this validation letter is to provide a mechanism to respond to inquiries quickly and efficiently on the status of compliance and to help Propio clients make an informed trust-based business decision.

Status

tw-Security completed a compliance program evaluation for Propio in August 2023. Propio LS (Propio) has implemented an information security and privacy program that focuses on continuous improvement.

The recent evaluation conducted by tw-Security focused on Propio's preparedness for an Office for Civil Rights (OCR) Desk Audit. Based upon our independent, nontechnical evaluation and the current audit preparedness engagement conducted in July through August 2023, it is our professional opinion that **Propio meets the applicable provisions of the HIPAA Security, Privacy, and Breach Notification Rules and is well-positioned for an OCR Desk Audit.**

Our evaluation benchmarks were derived from our knowledge and experience using the standards and implementation specifications in the HIPAA Security, Privacy, and Breach Notification Rules and the criteria from the *HIPAA Audit Program Protocol*, the same audit test procedures used by the Office for Civil Rights¹ (OCR) for evaluation of HIPAA compliance for covered entities. Currently, there is no separate audit protocol specifically written for business associates.

A risk analysis, based on the methodology outlined by the National Institute of Standards and Technology (NIST SP800-30), has been conducted for Propio's hosted applications, IT infrastructure, operational practices, workstations, laptops, and smartphones. Propio uses both technical and non-technical inputs to the risk analysis process (e.g., gap assessment, penetration testing, vulnerability scanning, and secure coding practices) demonstrating compliance with the HIPAA Evaluation Standard.

¹ The Office for Civil Rights is the Federal agency responsible for enforcement of HIPAA compliance with the Security, Privacy, and Breach Notification Rules.



There are no servers at the Propio corporate office which contain Protected Health Information (PHI). All servers used for development, testing, and production are virtualized and remotely hosted in AWS. AWS undergoes an annual SSAE 16 audit and other important technical, standards-based certifications.

A Business Associate Agreement (BAA) is in place between Propio and their data center, Twilio, and many other technology partners. There is full resiliency of the servers in the data center. PHI is only stored and transmitted in encrypted form. Customers are responsible for some security control settings.

Compliance is an ongoing effort and evaluations are based upon an organization's status at a given point in time, subject to inherent limitations. Propio has implemented and continues to maintain and improve information security, privacy, and breach notification programs.

The report prepared by tw-Security is intended solely for the benefit and use of Propio. tw-Security assumes no liability for any issues that may arise in the future. Questions regarding the evaluation process or report of findings may be directed to:

Bill Guyer – Information Security Official
bguyer@propio-ls.com
O 913-359-1681

Evaluation Process

The evaluation was conducted through document review and scheduled interviews structured to validate security controls and a review of the policies that were already in place. The primary focus of this year's evaluation was to ensure that Propio is prepared for an Office for Civil Rights (OCR) Desk Audit. The OCR's Desk Audit criteria for business associates are listed below:

- **Security (S)**
 - S2 Security Management Process Risk Analysis
 - S3 Security Management Process Risk Management
- **Privacy (P) N/A** (*No Desk Audit criteria are being assessed for a business associate*)
- **Breach Notification Rule (BNR)**
 - BNR17 Notification by a Business Associate (Ref: Content of Notification)



Safeguards and Controls

Examples of implemented safeguards and controls used by Propio include:

- **Risk analysis and management** – Risk analysis and management requirements are documented in Propio policies. The most recent risk analysis was conducted in 2023. Select safeguards and controls identified in the risk analysis were validated remotely using screen shots to support existing security practices as being appropriate and operating effectively. In addition, recent vulnerability assessment and penetration testing results provided technical and non-technical input to the holistic risk analysis process while providing assurance that additional controls were in place and effective.
- **Policies** – More than 45 HIPAA and Compliance policies were reviewed during the evaluation. Policies include incident and breach reporting and response.
- **Training and awareness** – Internally developed and commercially acquired awareness content is delivered to all members of the workforce via Propio's onboarding and refresher curriculum, in accordance with a role-based training plan; periodic reminders about current cyber security threats are sent to the workforce and discussed in departmental meetings. Ongoing efforts to educate the Propio workforce and reduce the risk of succumbing to social engineering attacks include the use of a process to harmlessly phish their workforce and proactively measure and enhance awareness. Training materials and records are retained.
- **Technical controls** – Propio has implemented numerous technical controls to manage IT and compliance risk including access management, multifactor authentication, workstation and media controls, backup management, and encryption. Internal audits are performed to validate controls.
- **Evaluations** – To complement the risk analysis and management process, technical evaluations (vulnerability assessment, penetration test, and web application reviews) were also completed in 2023. As a further demonstration of security practices and security controls, Propio is preparing for a SOC2 2 Type 2 Audit with a target completion of December 2024.

Results

Minor compliance gaps that were discovered, are considered Opportunities for Improvement (OFIs) and were based on both the *HIPAA Audit Program Protocol* criteria for security, privacy, or breach notification (that are applicable to a business associate) and tw-Security's knowledge of prevailing practices. All OFIs are expected to be addressed by Q3, 2024.



Conclusion

Recommendations this year are centered on process improvement and program maturity. The results of the 2023 risk analysis were presented to management in a prioritized action plan and approved by leadership in September of 2023. Cited recommendations are scheduled for completion between October 2023 through Q3, of 2024.

It is the opinion of this consulting team that there are no significant compliance gaps.



tw-Security Staff

Shelli Crocker, CISSP, MA, Senior Security Consultant is a healthcare information security professional with more than 30 years of experience in academic medical centers. She is skilled in developing security programs that align with regulatory requirements, including policy and compliance documentation, training and security awareness, risk analysis, access audits, application and vendor evaluation processes, as well as the investigating and reporting of security incidents.

Mark W. Dill, CISM CRISC, Partner and Principal Consultant, is Certified in Information Systems Management (CISM) and Certified in Risk and Information System Control (CRISC) with over 30 years of experience in IT with 20 years focused exclusively on healthcare information security IT. Mark is an experienced consultant with a strong background in providing risk analysis, security officer mentoring, security program development and HIPAA readiness and OCR compliance audits. Mark provides information security support and expertise for both covered entities and business associates. He is an active member of HIMSS.

Wendell Bobst, CISM, MBA, Senior Security Consultant has over 27 years of experience in IT healthcare and over 20 years of information systems leadership, strategic initiatives, and security. Extensive experience in security and IT Operations with over a dozen successful mergers, acquisitions, and divestitures. Former 10-year information security officer (ISO) for 22 hospitals across four states and 3-year CIO/CTO for DSO with 30+ locations.

Joe D. Gillespie, MHS, RHIA, CHPS, Senior Privacy/Security Consultant has over 40 years of patient privacy experience; 20 years of experience with HIPAA Security. Joe has a Master's degree in Health Administration, is a Registered Health Information Administrator (RHIA), and is Certified in Healthcare Privacy and Security (CHPS) through the American Health Information Management Association (AHIMA). Joe was the former Associate Director / Information Management, Privacy and Security official within Watkins Health Center, and served as the HIPAA Privacy Official for the Lawrence Campus of the University of Kansas.

- 6. Pricing
Schedule

The Best Value In The Industry

Propio is committed to making high-quality language services accessible and straightforward. Our approach emphasizes simplicity, transparency, and dedicated support, ensuring a seamless experience tailored to meet your needs.

- **Simple, Consistent, Transparent Pricing**

Propio provides clear, straightforward pricing with no hidden fees, making it easy for every agency to budget confidently.

- **No-Cost Implementation**

We offer a seamless, cost-free onboarding process, including setup, training, and ongoing support to ensure an efficient transition.

- **Dedicated Client Success Manager**

You will be assigned a dedicated CSM who provides personalized support, guidance, and recommendations to maximize the value of our services.

- **Customizable Billing**

Propio's flexible billing options will be tailored to your needs, allowing for formats and schedules that align with your financial reporting requirements.



Remote Interpretation Pricing

Transparent pricing and the best rates in the industry, 24 / 7 / 365:

Over-The-Phone Interpreting (OPI)	Regular	Emergency	Expedited
Spanish	\$0.50 / minute	\$0.50 / minute	\$0.50 / minute
Non-Spanish	\$0.75 / minute	\$0.75 / minute	\$0.75 / minute

Video Remote Interpreting (VRI)	Regular	Emergency	Expedited
Spanish	\$0.75 / minute	\$0.75 / minute	\$0.75 / minute
Non-Spanish	\$0.75 / minute	\$0.75 / minute	\$0.75 / minute
American Sign Language (ASL)	\$1.29 / minute	\$1.29 / minute	\$1.29 / minute

Additional Services	
Third-Party Calling	No Charge
Account Activation	No Charge
Client Portal	No Charge
Client Success Manager	No Charge
Implementation Consultant	No Charge
Training Materials	No Charge
Live Training Sessions (Unlimited)	No Charge
Instruction Cards	No Charge
Propio ONE (Download – Android/Apple iOS app stores)	No Charge

The rates above are for scheduled and on-demand appointments. There is no minimum for scheduled or on-demand appointments, however, please note that any scheduled appointment cancelled less than 24 hours in advance will be charged for 30 minutes of service time.

Propio's Equipment Program Ensures Ease Of Access

10th gen iPads with Jabra speakers on a Tryten cart

Full Size Stand Purchase

One time payment **\$1,500**

Full Size Stand Lease Rates

1 Year **\$61.00 per month**
 2 Year **\$30.63 per month**
 3 Year **\$20.42 per month**
 with ownership to transfer to the client at no charge after the lease



9th gen iPads with Counter Stand

Counter Stand Purchase

One time payment **\$580**

Counter Stand Lease Rates

1 Year **\$29.00 per month**
 2 Year **\$14.50 per month**
 3 Year **\$10.00 per month**
 with ownership to transfer to the client at no charge after the lease



Nationwide Onsite Interpretation Pricing

Transparent pricing and the best rates in the industry, 24 / 7 / 365:

On Site Interpretation	Regular	Emergency	Expedited
Spanish	\$80 / hour	\$90 / hour	\$90 / hour
Non-Spanish	\$95 / hour	\$105 / hour	\$105 / hour
American Sign Language (ASL)	\$120 / hour	\$130 / hour	\$130 / hour

The pricing above reflects the maximum rates we would charge and is subject to the following terms:

- A 2-hour minimum applies to all onsite appointments.
- Appointments canceled with less than 24 hours' notice will be subject to the minimum charge.
- Mileage is billed at the current IRS rate, and parking is reimbursed at cost, if applicable.
- All other expenses require prior client approval.

Discounts may be available based on geography.

Written Translation Pricing

Document Translation

Standard Rates

Target language	Task	Unit price	Unit type
Arabic	Translation	\$0.15	Word(s)*
Brail	Translation	\$6.00	Page*^
Burmese	Translation	\$0.24	Word(s)*
Chinese (Simplified, PRC)	Translation	\$0.16	Word(s)*
Chinese (Traditional, Taiwan)	Translation	\$0.18	Word(s)*
French (Canada)	Translation	\$0.26	Word(s)*
French (France)	Translation	\$0.25	Word(s)*
German	Translation	\$0.25	Word(s)*
Haitian (Creole)	Translation	\$0.27	Word(s)*
Hindi	Translation	\$0.15	Word(s)*
Hmong	Translation	\$0.22	Word(s)*
Italian	Translation	\$0.20	Word(s)*
Japanese	Translation	\$0.26	Word(s)*
Karen	Translation	\$0.27	Word(s)*
Korean	Translation	\$0.19	Word(s)*
Nepali	Translation	\$0.21	Word(s)*
Persian (Iran)	Translation	\$0.19	Word(s)*
Polish	Translation	\$0.18	Word(s)*
Portuguese (Brazil)	Translation	\$0.15	Word(s)*
Portuguese (Portugal)	Translation	\$0.17	Word(s)*
Russian	Translation	\$0.16	Word(s)*
Somali	Translation	\$0.22	Word(s)*
Spanish (Puerto Rico)	Translation	\$0.12	Word(s)*
Spanish (Mexico)	Translation	\$0.12	Word(s)*
Spanish (United States)	Translation	\$0.12	Word(s)*
Swahili	Translation	\$0.21	Word(s)*
Tagalog	Translation	\$0.24	Word(s)*
Ukrainian	Translation	\$0.17	Word(s)*
Vietnamese	Translation	\$0.15	Word(s)*
Any Language Not Listed	Translation	\$0.26	Word(s)*

Expedited Rates

Target language	Task	Unit price	Unit type
Arabic	Translation	\$0.17	Word(s)*
Brail	Translation	\$6.90	Page*^
Burmese	Translation	\$0.28	Word(s)*
Chinese (Simplified, PRC)	Translation	\$0.18	Word(s)*
Chinese (Traditional, Taiwan)	Translation	\$0.21	Word(s)*
French (Canada)	Translation	\$0.30	Word(s)*
French (France)	Translation	\$0.29	Word(s)*
German	Translation	\$0.29	Word(s)*
Haitian (Creole)	Translation	\$0.31	Word(s)*
Hindi	Translation	\$0.17	Word(s)*
Hmong	Translation	\$0.25	Word(s)*
Italian	Translation	\$0.23	Word(s)*
Japanese	Translation	\$0.30	Word(s)*
Karen	Translation	\$0.31	Word(s)*
Korean	Translation	\$0.22	Word(s)*
Nepali	Translation	\$0.24	Word(s)*
Persian (Iran)	Translation	\$0.22	Word(s)*
Polish	Translation	\$0.21	Word(s)*
Portuguese (Brazil)	Translation	\$0.17	Word(s)*
Portuguese (Portugal)	Translation	\$0.20	Word(s)*
Russian	Translation	\$0.18	Word(s)*
Somali	Translation	\$0.25	Word(s)*
Spanish (Puerto Rico)	Translation	\$0.14	Word(s)*
Spanish (Mexico)	Translation	\$0.14	Word(s)*
Spanish (United States)	Translation	\$0.14	Word(s)*
Swahili	Translation	\$0.24	Word(s)*
Tagalog	Translation	\$0.28	Word(s)*
Ukrainian	Translation	\$0.20	Word(s)*
Vietnamese	Translation	\$0.17	Word(s)*
Any Language Not Listed	Translation	\$0.30	Word(s)*

^If printing for Brail is required, additional costs including shipping charges will apply. Typical costs for printed projects are \$7 - \$10 per page.

*Please note that all pricing is before the Translation Memory Discount described on the following page.

All orders are subject to a \$75 minimum charge per order

Translation Memory Discounts

Translation Memory Category Discount on word rate:

100% match	60%
95% match	60%
85% match	40%
75% match	30%
New words	0%

Other Translation Services

Task	Unit price	Unit type
508 Remediation	\$3.75	PDF Page
Website Internationalization	\$125.00	Hour(s)
Video/Audio Engineering	\$75.00	Hour(s)
Software Development	\$125.00	Hour(s)
Notarized Certificate	\$20.00	Order
Desktop Publishing	\$55.00	Hour(s)

Translation Memory Saves You Money

Propio offers discounts on words that partially or completely match terms and phrases that have already been translated and are stored in your agency's translation memory.

Propio utilizes two different types of translation memory – Master Translation Memory and Project Memory:

- **Master Translation Memory** runs in the background and is used for both pre-translation processing and to store final approved translations at the end of the translation task.

- **Project Memory** is created at the beginning of each project and includes all content relevant to the project files. All translation, editing, and quality check processes are performed using this memory until final quality is achieved. Final content is incorporated in the Master Translation Memory.

Vu converts all received file types into a unique format, which means the source text is searched in translation memory independently from its original file format. For example, phrases originally provided in a Word document can later be leveraged inside an InDesign file. This increases the possibility of finding matches in Vu more than traditional translation memory and significantly increases the matching percentage for existing matches.

A **100% Match** is when a sentence is identical to those in the translation memory.

A **Fuzzy Match** is when most of a sentence is the same as one in the translation memory.

Most sentences in a revised document would be 100% matches with the revised sentences being fuzzy matches.

Below is an illustration of how the rate per word with the proposed Translation Memory discounts applied compares to the proposed Revised Document Rate.

	Spanish Language Translation
New Word Rate	\$0.12
>95% match = 60% discount on new word rate:	\$0.048
85% match = 40% discount on new word rate	\$0.072
75% match = 30% discount on new word rate	\$0.84

Propio provides current clients special pricing on our Workforce OS Scheduling Platform and staff Proficiency Testing.

The Workforce OS platform fee is for the use of the platform to optimize your staff and 3rd party interpreting agencies. There is never any charge to schedule an interpreting session with Propio.

Workforce OS Scheduling Software

Platform Fee

Full Platform Access with Unlimited Seats **No Charge**

Per Use Charges

SMS Message **\$.03**

Audio Minutes
Platform Usage Fee* **\$.10**

Video Minutes
Platform Usage Fee* **\$.20**

*Fee only applies when clients' interpreters are utilizing Propio's remote interpreting platform to service calls

Interpreter Proficiency Testing

Dual-Role Interpreter Assessment **\$100 per assessment**

Interpreter Skills Assessment **\$100 per assessment**

• 7. References

Wallace Dandridge / Contract Manager

201 W Adams St. Springfield, IL 62701

(217) 494 - 3604

Wallace.dandridge@illinois.gov

State of Illinois

Services: Over the phone, video remote, and on-site interpreting services annually provided from 2012 to present.

In the last 12 months, we've interpreted over 1.6 million minutes telephonically, and over 3,200 minutes via video.

Departments served include: Department of Corrections, individual Counties, Family & Community Services, Lottery, Prisoner Review Board, Healthcare and Family Services, Bureau of Child Care and Development, Employment Security, Mental Health Centers, Department of Aging, Bureau on Disability, Department of Revenue, State Police, and many others.

Jay Brinkmoeller / Vendor Contract Manager

402 W Washington St. Indianapolis, IN 46204

(317) 232 - 3279

jbrinkmoeller@idoa.in.gov

State of Indiana

Services: Over the phone and video remote interpreting services annually provided from 2014 to present.

In the last 12 months, we've interpreted over 2.8 million minutes telephonically, and over 1,500 minutes via video.

Departments served include: the Indiana Education Scholarship, WorkOne, various Counties, YWCA, Infectious Disease, Office of Early Child, Department of Labor, Disability Rights, State Hospitals, Division of Disability and Rehabilitative Services, Family and Social Services, Department of Insurance, the Indiana School for the Deaf, and many others.

Brian Gunter / Contract Manager

4401 Bland Road

Raleigh, NC 27609

bkbunter@wake.gov

Wake County North Carolina

Services: Over the phone, video remote and translation services annually provided from 2022 to present.

In the last 12 months, we've interpreted over 3.5 million minutes telephonically, and over 13,000 minutes via video.

Departments served include: Family Support Services, Energy Administration, Employment and Training, Health Departments, WIC, CDC, Child Health Clinics, Maternal Health Clinics and many more.

Thank you for the opportunity to submit our proposal.

At Propio, we are committed to delivering high-quality, reliable, and culturally competent language services that support your organization's needs. We look forward to the possibility of partnering with you and providing seamless language access for your diverse communities.

Please don't hesitate to reach out if you have any questions or need further information. We appreciate your time and consideration.



- Signed
Forms