



Convenient Human Connectivity, Anytime, Anywhere

United Language Group's (ULG) Video Remote Interpreting (VRI) provides the immediacy of face-to-face interpreting and the flexibility of over-the-phone sessions, allowing Limited English Proficient, deaf or hard-of-hearing clients to connect with qualified interpreters.

Meeting the Needs of a Diverse World

In today's interconnected world, the demand for interpreting services has grown dramatically. In the United States, more than 61 million people speak a language other than English. ULG meets the linguistic demands of its clients by providing high quality interpreters through innovative technology solutions.

Custom VRI Solutions For Your Needs

In government agency settings and other highly sensitive environments, even a small miscommunication can have a detrimental impact. ULG boasts an award winning, one-touch interpretation solution with a variety of features, including:

- VRI support for over 50 languages, including American Sign Language (ASL)
- Available across multiple devices: laptops, tablets and smartphones
- Optional end-point devices for ease-of-use include mobile carts and stand-alone iPads
- Seamless VRI integration with your workflow solution
- Stringent security practices that support PHI and other confidential data management requirements
- Ability to conference in multiple parties
- Customizable data capture for efficient business analytics

Demonstrating a Commitment to Quality

An organization's success with VRI takes more than just access to interpreters. ULG is committed to providing the highest quality resources supported by a rigorous screening and onboarding program, which includes:

- Minimum 2 years of confirmed experience
- Language and subject competency testing
- 40-hour training program
- Completion of Code of Conduct & Ethics training

Additionally, interpreters undergo on-going monitoring to ensure superior quality.

Microsite: <https://public.omniapartners.com/suppliers/united-language-group/overview>
Contract #: R210610