



U.S. COMMUNITIES®
GOVERNMENT PURCHASING ALLIANCE



OUR PARTNERSHIP

In December 2016, United Language Group acquired Language Select, offering the same services and support for our U.S. Communities contract, but now with an enhanced global footprint, and additional document translation capabilities. ULG is proud to partner with the U.S. Communities Government Purchasing Alliance, providing comprehensive language interpreting and translation services. We strive to break down cultural and geographic barriers through quality language services with a team of expert linguists and project managers. Our ability to provide excellent translation and interpreting services connects our clients from all over the world, creating a global community that emphasizes cultural understanding and compassion. As a leader in the language services industry, ULG is committed to remaining on the cutting edge in order to advance quality standards and technology innovation.

ABOUT ULG

United Language Group (ULG) is a leader in the language service market, offering a full array of language services, including interpreting, translation, and multilingual desktop publishing. ULG provides interpreting services with consistent availability and uptime, rapid connection times, flexibility, and collaboration with our clients to provide a unified level of service, which sets us apart in the industry. We currently support a number of regulated and non-regulated industries.

Speaking to international clients in their native language is essential for businesses operating in a global marketplace. ULG's OPI services coupled with our document translation and digital localization services knock down geographic and cultural barriers to ensure that organizations can effectively communicate with clients anywhere in the world.

SERVICES + SOLUTIONS

- **Telephone Interpreting**
24/7/365 access to over 200 global languages
- **Video Remote Interpreting (VRI)**
Over 20 VRI languages including ASL
- **On-Site Interpreting**
Court and Medical certified options available
- **Written Translation**
Flat Fixed Cost or Per Word Rate



**Committed
to quality.**

**We meet ISO standards
9001:2008, 13485:2016,
17100:2015, and 27001:2013.**

“ULG feels like another department within our company. Their integration with our international, technical and marketing teams and their adaptation to our company culture has allowed us to compete within the global market.”

- Labeling Manager at Medtronic 

ADVANTAGES OF DOING BUSINESS WITH ULG

- **Higher quality of interpretation and translation services**

All ULG linguists are qualified to provide interpreting and translation services across various industries. ULG holds international quality certifications, including: ISO 9001:2008, ISO 13485: 2003, ISO 17100:2015, and ISO 27001:2013. Our quality management ideals are shaped by both customer input and our strategic plan.

- **Advanced technology**

ULG provides secure online, real time reporting, reliable & redundant business systems, scalability, and capacity. At ULG, we believe that the best way to deploy technology is to acquaint ourselves with our clients' day-to-day workflow and address the pain-points and inefficiencies within it. Whether that means improving pre-existing solutions or developing technology that charts previously unexplored territory, we'll leave no stone unturned to harness technology in the way that best suits our clients' unique needs.

- **Dedicated account management**

Our team takes action upon your command. We customize to suit your business.

- **Improvement Focused Approach**

We take a consultative approach to how we co-manage the program, and constantly look for ways to improve the client experience. ULG has the flexibility to customize our solution to fit the needs and goals of our clients.

- **Continuity of Service**

In addition to being a leading OPI provider, we are also a *RespOrg*, which means that we do not have the same reliance that other providers do with lines, telecommunications providers and outages.



ABOUT U.S. COMMUNITIES

U.S. Communities is the leading national government purchasing cooperative, providing world class government procurement resources and solutions to local and state government agencies, school districts (K-12), higher education institutions, and nonprofit organizations. U.S. Communities was founded in 1996 as a partnership between the Association of School Business Officials, the National Association of Counties, the National League of Cities and the United States Conference of Mayors. More than 55,000 registered agencies, education institutions and nonprofits utilize U.S. Communities contracts to procure more than 1.8 billion dollars in products and services annually. This continued growth is fuelled by the program's proven track record of providing public agencies the best overall government pricing and unparalleled value.

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