

## CORE COMPETENCIES

Established in 1993, MasterWord has extensive experience and expertise in mobilizing and delivering comprehensive language support and communication access services both on site and remotely. Our core competencies are in adaptive language support solutions to meet the requirements of our clients. We combine the best in human talent and language technology to enable language access and ensure the success of multicultural and multinational organizations, projects, and initiatives.

Headquartered in Houston, TX, MasterWord is a WBENC-certified woman-owned business offering a full suite of language access and support solutions. For over 30 years we have provided exemplary service by leveraging the best in human talent and language technology. MasterWord provides consistent and sustainable customer value and satisfaction in our services through our full suite of language support and communication access solutions, including:

- On-demand and/or short-notice access to interpreter resources in 250+ spoken languages, including indigenous, Mayan, and Languages of Limited Diffusion
- Communication access and specialized services for Deaf/Hard-of-Hearing, including international sign languages, Certified Deaf Interpreters, DeafBlind and tactile interpreting, Communication Access Realtime Translation, etc.
- In-person, over-the-phone, virtual and video remote delivery of service
- General and specialized document and multimedia translation
- Audio and audiovisual transcription, captioning, and voiceover
- Multimedia translation, localization, and testing
- Language proficiency and interpreting skills assessments
- Cultural competency training, cultural navigation assistance
- Language and communication access consulting
- Robust infrastructure for remote interpreting
- Trauma-informed interpreting and vicarious trauma training for language professionals
- Industry-recognized procedures for vetting and qualifying linguists to rapidly mobilize resources and staff projects, on site or remotely
- Language data services
- Compliance and customized reporting

## COMPANY DIFFERENTIATORS

MasterWord offers the economies of scale that smaller companies cannot afford, as well as the flexibility and attention that larger companies lack. We guarantee:

- Prompt response time
- Competitive pricing
- Rapid turnaround
- Customization and flexibility
- Rigorously vetted resources
- Commitment to fair and equitable language and communication access
- Secure IT systems and data protection
- Client-centric approach
- Scalability, innovation, and specialization
- Personalized account management
- Swift issue resolution
- Support for Languages of Limited Diffusion, as well as other marginalized and indigenous languages

### ON A MISSION

Pursuing our mission to **Connect People Across Language and Culture®** and abiding by our core value of *Doing Business with Heart*, MasterWord is actively involved in and partners with various community-based, local, regional, and national professional, legal, heritage, and social service organizations. We believe that these partnerships are instrumental in ensuring our proposed solutions are affirming culturally diverse individuals, families, and communities in an inclusive, respectful, and effective manner.

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