

1. Tell us about Interlingua Services LLC and what it does?

Interlingua Services LLC, formerly a division of Dream Management Inc., is a language service company based in Baltimore, Maryland that provides its services locally, nationally and internationally. President/CEO Luis Gutierrez founded Interlingua in response to the significant communication gap that he noticed was impeding meaningful interaction between companies and organizations and their Limited English Proficient (LEP) and Deaf customers. Interlingua's expertise in bridging communication gaps of all kinds as well as its dedication to empowering people and businesses through high-quality language services continue to allow Interlingua to effect positive change in the Baltimore-Washington area and beyond!

At Interlingua they offer a wide variety of language services to help any company or organization communicate effectively with their existing and potential Limited English Proficient (LEP) and Deaf customers, and in some cases their workforce. These services include translation (converting written/digital material from one language into another), interpretation (converting speech from one language into another), transcription (converting audio/audio-video material in any language into writing in the same or any other language), localization (ensuring that written/digital material is linguistically and culturally appropriate for its intended audiences), and subtitling services. And when it comes to the languages that they offer, there's no limit! They have provided linguistic solutions in over 250 languages and counting, including American Sign Language, and we are experts in matching the right linguist or linguistic team to your company's specific needs.

Interlingua's mission statement says it all: our goal is to help bring your company or organization closer to your customers.

2. How can it assist businesses or institutions in their day to day work?

It goes without saying that our world is becoming ever more globalized, and companies and organizations are realizing the vast opportunities that this shift creates. For companies and organizations that already serve Limited English Proficient (LEP) customers, Interlingua can help you enhance the way you interact with your customers via telephonic or video-remote interpretation, which can be integrated into existing or new call structures, or via onsite interpreters who can be dispatched to any location at any time. We can also translate and localize your website, forms, customer portals, marketing materials, and any other written medium into your customers' languages to ensure that you are always able to communicate with them in a culturally and linguistically appropriate way. And if your business uses audio/audio-visual elements to connect with customers, we can provide subtitling or voiceover editing so that no customer misses out!

For companies and organizations that don't yet interact with LEP customers, a plethora of opportunities await. Reaching out to LEP customers both domestically and internationally is an incredible way to tap into new markets and grow your business, and Interlingua provides free consultations to any company or organization that is interested in learning how language services can positively affect the way that they do business. We design personalized and responsive "linguistic game plans" for each of our clients, in which we consider every customer-facing element

in order to determine which linguistic services will provide both the best return on investment for our clients and the most significant and positive experience for their LEP customers.

3. Are you able to assist companies in their advertising and marketing to foreign language speaking communities? If so, how?

Interlingua can absolutely assist companies in their advertising and marketing efforts to foreign language speaking communities, and our process always includes studying your target markets to ensure that all efforts will have maximum impact. If you have written and/or digital marketing materials, we can translate and localize those materials by composing a team of expert linguists and project managers with the most pertinent backgrounds and experience to do the job, or if you are looking for assistance with outreach, telemarketing campaigns, or any other kind of oral company-to-customer efforts, we can assign our most relevant interpreters to the cause!

4. What industries would need your services?

Proper utilization of language services can be beneficial in every industry, from the multifaceted utilities industry to the constantly-evolving high-tech sector, because every industry has customers and those customers are becoming more diverse with each passing day. Maintaining an effective and responsive channel of communication with all customers, including Limited English Proficient (LEP) customers, is the key to sustaining and growing your competitive edge within any industry, but this cannot be done unless your customers can understand and identify with the messages that you are trying to convey.

Integrating language services into your operational strategy by, for example, having a team of onsite, telephonic or video-remote interpreters collaborate with your customer service crew to enable high-quality and consistent interaction with LEP customers can make all the difference in helping you earn their trust and loyalty, and translating your online customer portal to promote meaningful access for all will demonstrate to your LEP customers that they are your priority. These examples of linguistic solutions, along with many others, can be implemented within any company or organization in any industry imaginable with very positive results, and Interlingua is here to help you achieve those results.

And in addition to facilitating communication with your customers, Interlingua can also provide language solutions to enable effective communication with LEP or Deaf members of your workforce through interpretation during trainings and meetings, and through translation of employee paperwork and manuals. This utilization of linguistic services is necessary in all industries in which there are companies and organizations that have Deaf employees, and it can be especially essential in industries such as construction, agriculture and manufacturing where there are often LEP workforce members.

5. Can you augment staffing at businesses with employee ready translation individuals? If so, in what foreign languages?

Interlingua provides responsive, tailored language solutions that work for your company or organization's specific (and in many cases ever-changing) circumstances. To do this, we work with an extensive worldwide network of employee and contractor linguists with diverse backgrounds, experience and education who can be available exactly when and where you need them to provide solutions in any language. Interlingua can also recruit, train and manage bilingual customer service, sales and marketing personnel if your company or organization would like to establish a bilingual workforce!

Finally, at Interlingua we are dedicated to helping your company or organization realize its full potential by bringing you closer to your customers and turning your communication challenges into opportunities. We strongly believe that by reaching out to diverse customers, companies and organizations not only benefit themselves but in fact our society becomes stronger, healthier and more prosperous when all members can gain meaningful access to the goods and services that companies and organizations have to offer!



INTERLINGUA SERVICES^{LLC}



The Interlingual Services LLC Team!

(From right to left) Anzenita Allen, HR; Yadisel Gutierrez, Accounting; Luis Gutierrez, President/CEO;
Carissa Priebe de Cano, Manager; Jared Laws, Business Developer