All Languages Ltd®
Since 1971
Translators & Interpreters

Technology to facilitate premium Interpreting services

Manage high-volumes with ease.

INSURANCE CLAIM FORM

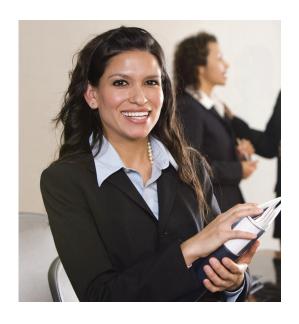Leverage systems tailor-fit for processing interpreting orders

Interpreting may be a business of communication,
but it's not always clearly understood.

As one of the world's largest and oldest language services providers, All Languages understands the subtle complexities of running an interpreting operation.

The business has a lot of moving parts. Between juggling client accounts, interpreters, bookings and billing – details can get lost in the mayhem.

We can help you work smarter.

We utilize an efficient system that is tailor-fit for processing interpreting orders.

IOMS (Interpreter Order Management System) has been refined to success in our own backyard. Our customers, interpreters, and staff all benefit from its' powerful automation and reporting abilities.

Every step of your interpreting requests is managed through IOMS. We can take you from an initial customer request, to receiving a confirmation in **less than 10 minutes** when speaking with a coordinator.

Customers:
Offer a consistent, responsive experience.

Don't stress. Our centralized systems handle and track all of your orders.
- Place your orders however you prefer. (Email, phone, fax, website and API)
- Cancel or reschedule before charges are incurred
- Ensure we have it all right by reviewing your order confirmation

Save time and money. Automated interpreter appointment emails.
- Reduce "no shows"
- Confirm appointment times before billing
- Send educational "Best Practices"

Service tailored to the person requiring our interpreter. The system will learn their preferences.
- Preferred gender, if required
- Interpreters that your customers prefer
- Proper language locales (Canadian French vs. Parisian French)

Interpreters:
Peace-of-mind for bookings and payment.

Delightfully simple bookings. Interpreters "accept" or "decline" jobs via Smartphone compatible email.
- Tiered payment structures to match interpreter qualifications with requirements
- Good explanations regarding type of assignment and location information
- Complements and requests for your services result in higher volume of offers

Easy, clear project management. All the details delivered automatically.
- Record assignments to calendar – Outlook
- Receive Google Maps & appointment details
- Record all reminder calls – left messages, spoke to client, call back

Pay on-time, always. A+ credit rating supported by efficient systems
- Time reporting email surveys within 10 minutes of appointment start time
- No need to prepare and submit invoices
- Weekly payments via direct deposit

Centralized IT Systems

A translation and interpreting IT eco-system that stakeholders will love.

Proven Track Record

Tested to perfection in our own environment, you'll be surprised how smoothly we can handle your operations.

Customizable

Every company is different. We can tweak what you need to meet your specific business goals. API's available for external system integration.

Accounting:
Never miss another billing.

Stay on-the-ball. Invoices issued in as little as 24 hours of reporting time.
- Bi-weekly and monthly invoicing options available

Be confident in your billing. More accurate billing with our data recording
- Optional client time approval prior to issue, and invoice annotation process

Keep a bird`s eye view. Customized reports
- All appointment-related data is stored in centralized databases
- No information regarding the assignment discussions is collected
- Provide deep insights into your interpretation usage

Coordinators:
Leverage our team, processes and systems to succeed.

No more scrambling. Professional coordinators supported by robust infrastructure
- Arrange for face-to-face interpreters with as little as 1 hour notice.
- Quick historical order search to improve processing time and interpreter selection

Simple, easy booking. Give your coordinators the gift of ease.
- Less time on the phone with interpreters through automated booking emails
- Intelligent Selector helps with interpreter selection and issuing assignment offers
- IOMS provides our ideal interpreter time to accept before offering it to next on the list

Know the score. Our dashboard always has up-to-date information.
- Number of interpreters out today, tomorrow, this week, and this month
- Flags interpreters who have not viewed their details or made their reminder calls
- Identifies assignments that still require interpreters to be booked