



# WORLD LEADERS IN INTERPRETING

Certified Languages International (CLI) stands at the forefront of world-class interpreting services, and has since its inception in 1996. With state-of-the-art call centers that operate 24/7/365 in Portland, Oregon and Phoenix, Arizona, CLI is an industry leader, transforming the landscape of language services.

## Telephone Interpreting Services

- 200+ languages at your fingertips 24/7/365
- Rapid connect times – under 30 seconds
- Trusted quality, utmost security and confidentiality

## Video Remote Interpreting (VRI)

- On-demand communication: anywhere, any device
- High quality video feed, at the single touch of a button
- Access a growing list of languages in < 30 seconds

## Document Translation Services

- Connect with all your customers – quickly, reliably, securely
- Accurate translations by fluent professionals
- Expertise in desktop publishing and website localization

Instant access to professional interpreters for your non-English speaking customers is imperative in today's global economy. CLI makes this easy and cost-effective, allowing you to efficiently conduct business – in any language.

## What makes our company so remarkable?

- **RESPONSIVE INNOVATION.** CLI invests in cutting-edge technology to automate connectivity, delivering language services with unmatched efficiency and accuracy.
- **UNPARALLELED QUALITY.** We put quality first, from the clearest and fastest connections to some of the highest caliber professional interpreters in the world. We take great measures to select highly qualified interpreters with national certifications and industry-specific expertise, which minimizes call times and reduces the potential for liability.
- **U.S.-BASED SERVICE.** Using U.S.-based operators and interpreters provides easier enforcement of HIPAA, privacy laws, and security regulations; and enables better protection against identity theft. We also never experience dropped calls due to poor telecom infrastructures in off-shore countries.
- **TOP SECURITY.** We understand our clients' need for the greatest security, privacy, and confidentiality. CLI maintains a robust encrypted network, current certificate of PCI DSS compliance, and adherence to the most stringent of security standards – including those set by Safe Harbor, HITECH, Joint Commission, HIPAA, DNV Healthcare, and Centers for Medicare & Medicaid Services (CMS).
- **UTMOST FLEXIBILITY.** CLI's solution offers strategic flexibility, reliability, and scalability. We can easily accommodate large spikes in call volume, leveraging our extensive network of interpreters and revolutionary telecom system. With customized account configuration and integrated data analytics, flexibility extends to every facet of our service.
- **EXCEPTIONAL CUSTOMER SERVICE.** You will always be greeted by a live, friendly operator, as opposed to reaching an automated message or frustrating voicemail. We are renowned not only for exemplary language services, but also for cultivating long-term relationships with our clients through competitive prices and extraordinary customer service that truly makes the difference.

Talk with us today about how we can help you conduct more business with more languages.