

# Capability Statement

## Elite Language Services LLC Company Overview

Members of the Association  
of Language Companies:



Elite Language Services LLC is an interpretation company headquartered in Fort Lauderdale, Florida. We provide Over-the-Phone and Video Remote Interpretation services in 300+ languages, including ASL.

Since 2019, we have empowered hospitals, courts, and businesses to serve Limited-English-Proficient (LEP) communities with accuracy, empathy, and speed.

Trusted partner for **delivering efficient, accurate, and culturally sensitive** language solutions.

### Core Competencies

- ❖ **Remote Interpretation (OPI & VRI)** – 24/7 on-demand access across medical, legal, educational, business, and community interpreting.
- ❖ **Professional Interpreters** – High-performing and certified interpreters across multiple specialties.
- ❖ **Linguist Recruitment & Training** – University partnerships and 60+ hour intensive onboarding for interpreters.
- ❖ **Rigorous Quality Assurance** – 3-tier QA process with continuous monitoring and feedback.
- ❖ **Scalable, API-Ready Technology** – Fully compatible with EHRs for medical settings.
- ❖ **Interpreter Management System** – An all-in-one, HIPAA-compliant platform that streamlines onsite and remote interpretation by automating scheduling, managing real-time interpreter availability, and integrating seamlessly with tools like Zoom, Teams, Webex, QuickBooks, and Stripe. It offers customizable rate cards, built-in billing and invoicing, detailed reporting and analytics, and white-label branding to match an organization's identity.

### Contact

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### Key Differentiators

- ❖ Secure data handling that meets SOC 2 Type II, GDPR, and HIPAA standards, hosted in U.S.-based data centers.
- ❖ Average connection time under 30 seconds, 98–100 % QA pass rate, and 4.8–5.0 client satisfaction score (FY 2024).
- ❖ Certified interpreters adhering to CCHI, NBCMI, and RID-ASL standards across 300+ languages and dialects.
- ❖ Highly affordable, competitive pricing designed to maximize savings and deliver a clear, measurable return on investment (ROI).
- ❖ Omnichannel interpreter access—instantly via a dedicated company ID through our toll-free phone line, secure mobile app, or web portal.

### Past Performance Highlights

- ❖ **Broward Health Medical Center** – Implemented 24/7 Spanish OPI, reducing “left-without-interpretation” incidents by 18 % in 12 months.
- ❖ **Propio Language Services** – 5-year subcontract delivering 1.2 M minutes/year of Spanish OPI at a 95 % QA rating.
- ❖ **Around Africa General Trading (Dubai)** – Supported market entry into the Spanish-speaking market, resulting in a 40 % increase in oil-lubricant factory sales.
- ❖ **International Conservation Caucus Foundation (ICCF)** – A Washington, D.C.-based NGO for which we provided multilingual communication support to parliamentary delegates from multiple countries, including the Government and President of Peru, during congressional engagements to advance and implement environmental protection legislation.

“**Connect** with us today and **bridge** every **language** gap.”

**Certified by:**

