

LanguageLine App – Service Overview

LanguageLine Solutions (LLS) is a specialist language services provider delivering secure, high-quality interpreting and translation services across the UK and internationally. With over 40+ years' experience, we support organisations where communication is critical to safety, outcomes and equality of access. In the UK, LLS is a recognised provider to multiple public sector organisations and supports high-volume, time-critical interactions at scale, including 24/7/365 services aligned to frontline operational demands.

LLS combines an extensive, rigorously vetted linguist network with purpose-built technology to make language access fast, reliable and easy to govern.

The LanguageLine App is LLS' secure, on-demand interpreting application that enables authorised users to connect quickly to professional interpreters via video or audio. It is built for operational environments where speed, reliability and security matter supporting real-time conversations in a variety of settings without the delay and complexity of traditional booking models.

When language support is required, Telephone (audio) and Video (audio and visual) Interpreting Calls can be made through our LanguageLine App. Free to download on both iOS and Android the App can be used directly via any smartphone, tablet, laptop or desktop.

Users simply launch the LanguageLine App with a single tap and select the required language on screen – these can be sorted by Top Languages, All Languages (A-Z) or can be found via the search function.

Languages are displayed in both English and the native language to assist with identification in-situ if needed.

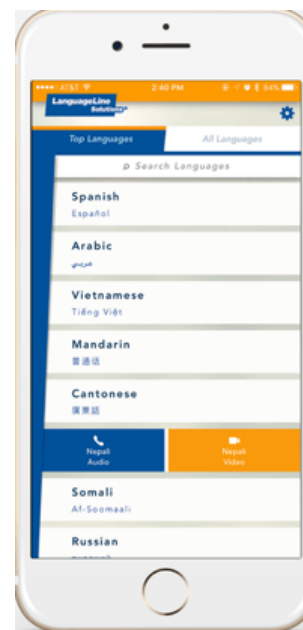
The user selects the required option –

BLUE for telephone interpreting (+240 languages available)

ORANGE for video interpreting (+50 languages available, including British Sign Language)

They will be immediately connected to a qualified interpreter who has met all LanguageLine requirements in terms of qualification, assessment and vetting.

The LanguageLine App is an ideal solution for engaging with Limited English Speakers in person, providing them with immediate access to professional interpreters and enabling clear, effective communication at the point of need.



Users will receive guidance/training from LLS as to the most appropriate option in different scenarios, in line with organisational policy and ensuring users are using LanguageLine services in the most time and cost-effective manner.

Data Backup, Restore and Disaster Recovery

The platform is operated using resilient infrastructure with redundancy to reduce single points of failure, supported by regular backup routines and controlled restoration procedures. Disaster Recovery Plans are maintained for credible disruption scenarios (such as infrastructure failure, supplier outage or cyber incident) and are supported by defined roles, escalation routes and testing activities. Where disruption affects a specific channel, LLS provides practical continuity options (for example switching from video to telephone interpreting or using alternative access methods) to ensure critical communication support remains available.

Onboarding and Offboarding Support

LLS provides structured onboarding to ensure new organisations and new user groups can adopt the LanguageLine App quickly and safely.

Mobilisation support includes;

- Implementation planning
- Technical liaison with customer IT teams
- Connectivity and access checks
- Set-up of user enablement aligned to departments, services or locations

LLS provides user training and adoption support through a mix of remote and on-site sessions, step-by-step guidance and refresher support where required. This is to ensure that operational teams understand how to access interpreting appropriately and efficiently.

At contract end, LLS supports offboarding through an agreed exit plan. This includes the orderly closure of accounts, confirmation of data extraction for management information (MI) where applicable, and completion of agreed data retention and deletion actions in line with the contract and the Data Processing Agreement. Where customer deployments use LanguageLine-supplied devices or accessories, we coordinate return or collection logistics and provide practical transition support to minimise operational disruption.

Configuration and Control

The LanguageLine App is delivered as a secure, standardised service with configuration options rather than unlimited customisation. Configuration typically includes user access controls, departmental identifiers for reporting and operational settings that support governance and audit. Any change that impacts service operation, integrations or reporting is managed through agreed change control. This includes assessment of risk, security impact and implementation scheduling. Planned maintenance is scheduled to minimise operational impact and customers are notified in advance through agreed communication channels. Emergency maintenance is managed under incident governance and is communicated in a timely way, with updates provided until service is restored.

Service Levels

LLS designs its on-demand services to deliver consistently high-quality user experience at scale. Performance is measured through operational metrics such as connection time, call completion and service responsiveness supported by real-time monitoring. The service is engineered for high availability through resilient hosting and operational processes. Support is available to users and customer administrators through agreed channels and escalation routes with additional out-of-hours support for urgent service continuity requirements. Service level commitments, targets and reporting cadences are agreed contractually and are monitored as part of routine governance.

To ensure connectivity within seconds, LLS operates with a pool of c25,000 security cleared interpreters, currently servicing up to 300,000 calls daily within LLS' network through audio and video.

Account Management & Customer Feedback

Following go-live, LLS provides after-sales support through named account management, 24/7 customer support and structured service review arrangements. Governance typically includes scheduled performance reviews, KPI and service reporting, discussion of trends and demand, and an agreed approach to continuous improvement. Customers have access to management information and service reporting that supports operational oversight and contract governance. This typically includes usage volumes, language demand, call performance indicators and service quality metrics, subject to the configuration agreed for the deployment. Where data export is required, LLS supports provision of MI in practical formats for customer analysis and record keeping.

Customer feedback is captured through multiple routes, including operational contacts and user feedback mechanisms (easily accessible voice of the customer form on the LLS website) and is used to inform service enhancements, training needs and corrective actions. Complaints and incidents are handled through auditable, ISO certified processes, with escalation and root-cause review where appropriate.

Technical Requirements

The LanguageLine App is designed to operate on commonly available devices and networks. End users typically require an iOS/iPadOS or Android device with a camera and microphone for video interpreting, or an audio-capable device for telephone interpreting. A stable internet connection (Wi-Fi or mobile data) is required for video calls. No specialist customer-side hardware is mandatory.

LLS can provide optional deployment accessories (for example tablets and stands) where this supports the operating environment. Customer IT teams may implement standard network controls (such as allow-listing required domains and ports) consistent with organisational security policy.

Outage and Maintenance Management

LLS operates proactive monitoring and incident management to detect, respond to and resolve service issues. When an outage or service degradation occurs, incidents are logged, triaged and managed according to severity, with clear escalation routes to technical and operational leads. Customers are kept informed using agreed communications, including status updates, expected restoration actions and workaround guidance where available. Planned maintenance is communicated in advance, while emergency maintenance follows the same incident governance and aims to restore full service as quickly as possible. Post-incident reviews are undertaken for significant incidents to capture lessons learned and prevent recurrence.

Quality, Security and Resilience

Security is embedded into the LanguageLine App and supporting operational processes. The service uses encryption to protect data in transit, and access is controlled through authenticated user enablement and role-based permissions. LLS maintains information security governance aligned to recognised standards and applies secure operational practices across access control, monitoring, vulnerability management and supplier assurance. Confidentiality and professional standards are reinforced through interpreter vetting and contractual obligations, and the service supports auditability through logging and management information. Security and privacy controls are reviewed routinely as part of contract governance and continuous improvement.

LLS holds ISO9001 (Quality Management), ISO27001 (Information Security), ISO27701 (Privacy), ISO22301 (Business Continuity) and service-specific standards including ISO18841 (Interpreting) and ISO17100 (Translation). LLS is also ICO-registered and maintains Cyber Essentials Plus certification. Governance is underpinned by clear policies, audited processes and transparent

MI, enabling customers to evidence compliance, manage risk and drive continual improvement throughout the contract lifecycle.

LLS does not capture or retain any personal/sensitive information within its on-demand interpreting service.

Data stored is limited to:

- Date and time
- Call Duration
- Language
- Device ID
- Interpreter ID

All on-demand video calls are:

- End-to-end encrypted
- Processed through secure LLS systems
- Managed under rigorous access controls
- Supported by annual training in confidentiality, GDPR, data protection and security policies for all interpreters and staff

Ensuring compliance with public-sector security expectations.

Key Features And Benefits

- Platforms support 99.99% uptime Service Level Agreement through automated failover and zero maintenance windows, avoiding impact to end users
- No technological integration or specialist equipment required
- Instant access to over 240 languages for audio, 50 for video, including BSL
- Full introduction and rolling training for staff, including suitability and how to use VRI services
- Eradicates interpreter travel and Co2 emissions
- Maximising interpreter availability, improving accessibility and minimising potential delays
- Pay-per-use model eradicates charges associated with cancellations/DNAs
- 24/7/365 technical and operational support available as standard

All commitments are subject to contract and agreed service schedules.