



Translation Station

Language Solutions Made Simple

LANGUAGE EXPERTS SINCE 1998

Atlanta-based, language service provider with an exceptional reputation for the highest quality linguists and unmatched customer service.

Translation Station, Inc.
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COMPANY HISTORY

Founded in 1998

- 26 years of experience in the industry
- Certified Woman-Owned Small Business

Broad Capabilities

- Availability of 200+ languages
- Can support onsite, video, and phone interpreters (spoken and ASL)
- Quick and accurate document translation
- Friendly and efficient staff

LANGUAGE SERVICES

Interpretation

- Spoken and ASL offered
- Consecutive and simultaneous available
- Support onsite, video, and phone interpretation in 200+ languages
- 98.8% completion rate for requests sent to us in last 12 months by DIWC/DCSD
- Unique "matchmaking" approach to hand-selecting interpreters (offering out one at a time to most qualified/most reliable vs. automated "blast" offer approach of other companies)
- Willing to partner with clients to adapt services to client's unique needs (for example, logging into Plunet to "deliver" requests in DIWC/DCSD's own scheduling system)

Translation & Other Services

- Document translation services available in 200+ languages
- Transcription, voice over, and other related services also available on a quote basis

COMPANY DIFFERENTIATORS

- Interpreters are carefully vetted on experience/training and are trained on confidentiality, ethics, fraud/waste/abuse, and annual background checks are performed
- Two reminders sent to interpreters (reduces no shows)
- "Matchmaking" approach (best/most reliable interpreters are assigned)
- Very responsive and friendly scheduling team + after-hours support
- Client access to software for status visibility
- Willingness to customize services and provide reporting
- Mid-sized
 - vs. mom & pop
 - vs. huge and investor-owned
- Large enough to meet all needs, small enough to be agile and customize services

TEAMS

Scheduling – Receiving requests, hand selecting best interpreters, sending confirmations and reminders (spoken & ASL)

Credentials – Verifying linguist qualifications, maintaining records

Accounting – Accurately billing clients and paying linguists; reporting

Translation Project Managers – Managing document translation projects from start to finish

Leadership – Client relationship managed by CEO & Operations Administrator; strategic and reporting support