



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.

COMPANY HISTORY

Founded in 1998

- 28 years of experience in the industry
- Certified WOSB and WBE

Broad Capabilities

- Availability of 200+ languages
- Scheduled and on-demand interpretation
- Quick and accurate document translation
- Friendly and efficient staff

LANGUAGE SERVICES

Interpretation

- Spoken & ASL offered
- Consecutive & simultaneous available
- Scheduled onsite, video, and phone interpretation in 200+ languages
- On-demand OPI available in 300+ languages
- On-demand VRI available in 21 languages (including ASL)
- 99.2% completion rate for requests sent to us in last 12 months by DIWC/DCSD (2831 total requests; 23 total unable to cover; 6 were last-minute (within 24 hours))
- 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

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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
- 7am - 6pm (business hours, + before/after hours monitoring)
- 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, Director of Interpretation, and Director of Client Experience; strategic and reporting support