

# Case Study: Language Service Provider

Fast and smooth transition to Boostlingo ii for high-volume on-site caseload



## The Language Service Provider (LSP)

The LSP operates primarily in the Midwest and extends its services beyond these regions. With extensive experience in fields like healthcare, social services, legal, and education, this agency stands out by emphasizing professionalism and training. Their goal is to provide first-rate interpreting and translation services. To achieve this, they work closely with language experts and their clients, ensuring they deliver high-quality work in a clear and transparent way.

## Transitioning to Boostlingo ii

Before Boostlingo ii, the LSP used another service that, in a sudden twist of events, was acquired by a competitor. As a result, the LSP had to look for an alternative platform to manage their services. When Shannan, Office Manager at the LSP, started seeking out a new platform to meet their needs, she saw the chance to improve the overall management of their interpreters and translators, and make processes like payroll easier through the implementation of Interpreter Intelligence.

While Shannan’s journey was born out of necessity, she was amazed by the Customer Success team and the onboarding on to the platform. “They were wonderful, helpful, and accommodating as our need was immediate. I was well informed with easy access to the team when I needed help. I was surprised at their quick responses and how they volunteered to help me with the behind-the-scenes data with importing and entry. And, never once did anyone make me feel like a bother,” Shannan explained. “It was amazing. The customer service has made me a very satisfied and loyal customer.”



**Rating on: Training resources, Implementation & Onboarding Plan, Customer Success Team**

## Challenges

- Immediate need for new provider
- High-volume on-site caseload
- Manage payroll

## Solution

- Boostlingo ii
- Scheduling software

## Why Boostlingo ii

- Customizable features
- Ability to manage on-site caseload
- Exceptional customer service
- Onboarding and implementation plan
- On-demand capabilities

## Results

- Seamless onboarding
- Operations running smoothly
- Preparing for remote services

***“We had to integrate in a hurried, pressured, and panicked fashion. The ii team was accommodating throughout, and we made the transition with bodes of confidence and plenty of assistance.”***

**Shannan**  
Office Manager

## Boostlingo ii Features

### Training Resources

To meet your needs during implementation, access a full catalog of documentation and video resources, and attend regular “office hours” to round out a comprehensive training approach.

### Onboarding & Implementation Plan

Get up and running with a customized implementation plan. Our CS team will evaluate needs based on data volume, variability, and your team’s bandwidth, to create a plan for you.

### Comprehensive Scheduling System

Manage interpreter service delivery with dynamic processes, a calendar feature, customizable templates, and a native mobile app. It provides the industry’s most efficient scheduling solution.

### BPIN Backstop

Add the Boostlingo Hub into your call routing. It can help you offer more languages or can just serve as a safety net in case one of your interpreters is unavailable for an on-demand call.

### Payroll & Billing Management

Set up payroll and billing for even the most complex situations. Simplify payments and invoicing by using our Rate Plan structures and streamline processes by adding II Financials to your workflow.

## Implementation

The LSP’s onboarding to Boostlingo ii was a smooth experience, thanks in large part to the dedication and support of the Customer Success team. They provided informative training materials and were available to meet when needed.

Shannan noted, “The team provided us with user-friendly video tutorials that were to the point and full of appropriate, useful information. We also had several video chats where they patiently guided us through the process when we needed extra help.”

While learning the new platform, Shannan appreciated the II team’s support, “They were genuinely kind and patient as I learned the ropes. It was easy to get a hold of them and to have my questions answered. They both almost lit up with excitement with my questions, as though they were a welcomed challenge rather than making me feel I was a burden of any kind.”

## Improving Operations

The LSP has experienced improvements in their operations and service delivery. Customizable features - particularly in scheduling, interpreter management, invoicing, and payments - have made case work easier for the agency.

Shannan pointed out, “The features are quite customizable for each situation. The payroll is easier, and overall management is better.” The LSP now operates smoothly, with the potential to make use of on-demand features in the future. “We are running smoothly with still more to learn and take advantage of soon,” Shannan affirmed.

***“The training experience is what made me love the program. It allowed me to feel quickly connected to the team and thus solidified brand loyalty from the get-go.”***

**Shannan**  
Office Manager

## Looking to the Future with On-Demand

The LSP is eyeing the future, hoping to leverage Boostlingo’s on-demand software. This capability is set to pave the way for expanding their services to clients and adding more opportunities for their interpreters. “We have many interpreters that would like to try remote OPI and VRI appointments, and we would like to be able to utilize them. We hope to reach more clients with the versatility and availability that on-demand offers,” Shannan elaborated.

Presently, the LSP is informing its existing clients about the advantages and applications of on-demand interpreting. “We are making our clients aware that they can use it for quick-access conversations with their patients. We want to make it more readily available to future clients as well. These clients may even have a higher demand for the feature.”