

boostlingo

Buyers Guide

for Interpretation Management
Systems (IMS)



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Introduction

Ten years ago, interpreting services were almost entirely in-person.

Organizations like language service providers and hospitals relied on on-site interpreters and managed assignments using now-archaic systems like Excel and paper files.

Fast-forward to today, and the world looks a little different.

Nearly half of all interpreting now happens remotely, through phone or video. This change didn't happen by accident—it was driven by necessity, technology, and the demand for greater access to interpreters.

The shift has opened doors, connecting organizations to a much larger supply of interpreters and allowing services to be provided on-demand.

But this growth hasn't been without its challenges.

Many organizations now juggle a mix of on-site and remote interpreting services, often working with multiple agencies and systems. Meanwhile, interpreting programs are expected to do more with less, managing 1,000s of appointments with just a handful of administrators.



Introduction

The stakes for managing interpretation services



The stakes for managing interpretation services

[Overview of Health Coverage and Care for Individuals with LEP](#)

As of 2021, 25.7 million people in the US had limited English proficiency. And an additional 11 million people in the US are considered Deaf or Hard of hearing. Altogether, there are over 350 spoken languages used in the US today.

[Remote vs Onsite Interpreting: The Post-pandemic Equilibrium](#)

How interpretation services are delivered has drastically changed since the pre-pandemic days. Remote interpreting used to account for 20% of all services. As of 2023, that number is 49% and growing.

[Section 1557 of the Patient Protection and Affordable Care Act](#)

The Office for Civil Rights (OCR) enforces Section 1557, preventing discrimination in covered health programs. Covered entities are required to provide language assistance services.

[IOM World Migration Report 2022](#)

Since 1990, world migration has exploded and shows no signs of slowing down. The US is the main destination for international immigration and boasts the largest migrant population in the world at 50.6M.

Introduction

Why do you need an interpretation management system?

An interpretation management system (IMS) is software that centralizes and automates how you manage interpreting services. Instead of juggling spreadsheets or paper files, you get one system to schedule appointments, communicate jobs, manage business, and track performance. All in one place.

Managing interpretation without an IMS is time-consuming for your team. Manual scheduling and coordinating appointments is frustrating, and your team spends their day bogged down with administrative tasks.

Also, many interpreting programs today work with multiple agencies and systems, leading to scheduling conflicts and communication breakdowns.

What happens if you have back-to-back appointments across different languages and vendors—on-site and remote? Without an IMS, it's easy for things to fall through the cracks. This can result in missed appointments, delays in critical services, and even regulatory penalties. An IMS ensures that every appointment detail, regardless of interpreting source, is accounted for, reducing risk and saving time.

While this technology is a game-changer, not all IMS platforms are created equal.

This eBook will explore the features to look for when choosing the right interpretation management system for your needs.



Introduction

Key industries



Language Services

Interpreting service providers face the challenge of growing while keeping costs low and quality high. Many see offering remote interpreting as a big opportunity but struggle to manage it effectively. An IMS simplifies scheduling, reduces admin work, and makes it easy to offer remote, helping language service providers (LSPs) grow their client base, win bigger contracts, and focus on better service.

Healthcare

The stakes in healthcare couldn't be higher. Interpretation services can literally save lives. Many health systems work with multiple sources of on-site and remote interpreters to meet language needs. An IMS allows them to manage them all from one centralized system. Integrated management also cuts down admin time and helps their team focus on delivering quality care.

Public Services

Courts, school systems, and social services work tirelessly to serve their communities. An IMS enables these organizations to manage their interpreting services programs more efficiently. It's a tool that cuts down on costs and time and opens the door to on-demand interpreting to fill in service gaps.

Identify your unique needs

Selecting an interpretation management system starts with identifying your programs needs.

What industries?

- Language services
- Healthcare
- Public services

What are they looking for?

- Scheduling automation for on-site and remote
- Request management
- Rate management
- Custom forms
- Routing technology
- Reporting and analytics
- Ease of use of technology
- Integrations
- Remote interpreting (OPI and VRI)
- White label
- Cost-effectiveness



Identify your unique needs

By industry



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Language Services

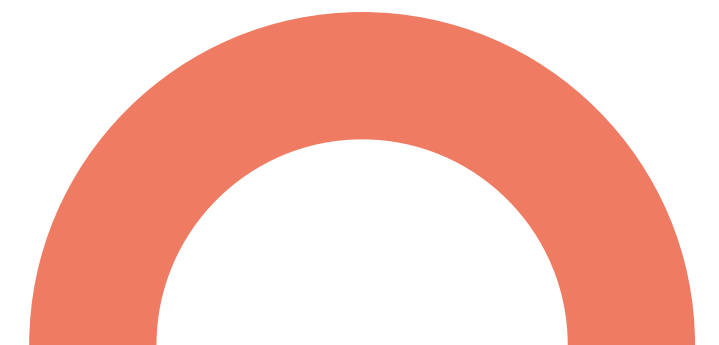
Look for integrated on-demand interpretation, to reduce costs, and improve operations with an easy-to-use, configurable platform built for LSPs to handle all interpretation requests seamlessly.

Healthcare

Seek to integrate on-site and remote interpreting, staff, vendors, and systems into a single platform. You want to cut costs and improve operations while maintaining high-quality care standards.

Public Services

Manage all interpretation needs, including on-demand services, with an IMS that reduces costs and manual processes, while ensuring reliable language support for public services.



Identify your unique needs

Key features



Things to look for in an IMS

Scheduling Automation: On-site and remote scheduling automation will save time when broadcasting and confirming jobs without extra effort or manual time-consuming processes.

Job Coordination: A centralized system for admins to communicate and broadcast jobs easily to the right interpreters by job type and location.

Rate Management: An IMS should have customizable rate cards that can be adjusted at the client and interpreter levels.

Request Management: You should be able to set up clients or requestors with an easy-to-use system that tracks, manages, and fulfills requests quickly and accurately.

Interpreter Profiles: Ability to set up profiles for individual interpreters to detail their qualifications, language, experience, and rate.

Things to look for in an IMS

Custom Forms: Customizable forms to gather important pre-call information and improve customer experience and invoicing.

Invoicing: Instead of chasing down signatures and manually organizing paperwork, look for billing and invoicing on one platform. You should be able to send invoices to clients and interpreters for review, comments, and approval in real-time.

Reporting: Customizable reporting and analytics with real-time dashboards.

Routing Technology: Look for advanced routing that can match requests with the right interpreters based on source, availability, language, and specialization. Priority routing capabilities can improve margins.

Remote Interpreting Delivery: Today, you need the option to deliver remote interpreting to clients or requestors through your IMS.



Things to look for in an IMS

Interpreter and Client Access: Look for a solution that has a built-in app for clients and interpreters to access it.

Ease of Use: There's no point in having a management system if your team doesn't know how to use it. Look for an intuitive solution that offers training.

Technology: The ideal solution should be able to integrate with tools that your team already leverages and be customizable to your unique needs.

Security: Protecting sensitive information is a must, especially if you work in or with the healthcare industry.

Account Management: Responsive account management and 24/7 customer support help address issues promptly and partner with you to ensure the success of your program.



Identify your unique needs

Questions to ask
prospective vendors

Before committing, ask these questions

- Can your system handle remote and onsite interpreting?
- Can you demonstrate your scheduling features?
- How does your system manage invoicing?
- Does your platform include a built-in interpreting delivery system?
- Is it possible to white-label the platform for our organization?
- Do you offer on-demand phone and video interpreting services, and how can we integrate them with our existing business?
- What kind of reporting and analytics tools are included?
- Can your solution integrate with our existing systems, such as [X]?
- What kind of support will we receive during and after implementation?
- What measures do you have in place to ensure privacy and security?
- How is your pricing model structured?
- Do you have any customers that would be willing to provide a reference?



Success Stories

Language Service Provider

Catholic Charities of Louisville was expecting 2x the volume of interpreting services. With just a team of four, they already manage over 1,000 monthly appointments. By implementing an IMS, they went totally paperless and improved management, allowing them to focus on their mission and getting businesses to take responsibility for providing language access seriously.

Community Health System

Goshen Health managed multiple systems, vendors, and staff interpreters to meet their language needs. It took their schedulers five days to schedule the following week's appointments. Their OPI vendor also costs way too much. With an IMS, they cut scheduling time by 60% with automation and used its on-demand interpreting to consolidate to one system and vendor.

Court System

New Mexico courts had been using separate systems for scheduling and billing. Interpreters had to complete paper invoices and submit them by mail. They integrated their scheduling and billing process and went paperless with an interpretation management system.



“Boostlingo IMS is the software that shows everything in one place. We have become so much more efficient. And at any time, 24 hours a day, if someone needs an interpreter, we can serve them.”

Donald Johnson, Supervisor of Interpreting Services
Goshen Health



"The Boostlingo platform has allowed us to go totally paperless. It makes it so much quicker and easier for our interpreters in the field to be able to document and mark off all the assignments that they complete. "

Alisa Pifine, Director of Language Services
Catholic Charities of Louisville



Conclusion

Communicate without barriers

In your search for an interpretation management system, consider this as a tool to enable your program to grow and better meet the needs of your clients through operational improvements and adding remote interpreting.

Providing language access is a massive challenge in the United States, with over 25 million people navigating their daily lives with limited English proficiency. Over 11 million individuals are Deaf or Hard of hearing. These numbers are not static; they represent growing segments of our population.

In this landscape, consider Boostlingo as a partner. Trusted by thousands of organizations worldwide, Boostlingo IMS stands out as a centerpiece platform that turns the complexity of managing an interpreting business into a simpler and more effective process. Our platform simplifies interpretation tasks with appointment management, remote interpreting delivery, resource tracking, communication, and billing in one user-friendly software.

Boostlingo is proud to work with our partners to customize the IMS platform to their unique needs. We offer an unmatched Customer Success and Account Management model to keep your program moving forward.

Together, we can expand language access and enable your organization to meet the needs of the individuals it serves.



FAQs & Links

Can I white-label Boostlingo IMS?

Yes! With our white-label option, you can offer remote interpreting services to clients with an app that is set up with your branding.

Can I customize Boostlingo IMS?

We understand that each organization may have unique needs and preferences, which is why our platform can be customized to align your specific goals and operational processes.

Is Boostlingo IMS secure and confidential?

To protect users' privacy and ensure data security, Boostlingo IMS is SOC 2 Type II and HIPAA compliant.

Resources

- [Catholic Charities](#) - Case Study
- [Goshen Health](#) - Case Study
- [How SpokenHere Grew Interpreting with Boostlingo](#) - Webinar
- [What is an Interpretation Management System?](#) - Blog
- [Remote Interpreter Textbook](#) - Press Release
- [What is the Boostlingo Hub?](#) - Website
- [Interpretation Management System for Health Systems](#) - Video



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Ready to learn more?

Speak to our team today.

Book a demo

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