

THE COMPLETE GUIDE TO PROFESSIONAL INTERPRETATION SERVICES

#PoweringConnection

Break Language Barriers Instantly with Ad Astra's **Interpretation Services**

Fast, Accurate, and Culturally Competent Interpretation in 300+ Languages

Effective communication is at the heart of every successful interaction. Whether in healthcare, business, legal settings, or community settings, ensuring clear and precise understanding is crucial.

Ad Astra provides professional interpretation services, enabling organizations to connect with qualified interpreters instantly—anytime, anywhere.





About us

Ad Astra is a women-owned language and communications company with deep roots in the community. We provide enterprise services with a boutique feel. Built on the values of People, Service, and Innovation, we ensure the solutions we develop not only meet clients' immediate needs but also set them up for long-term scalability and efficiency.

The diverse team at Ad Astra sets us apart from our competitors. We reflect the community we serve, motivating us to provide the highest quality of interpretation possible.



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Why Government Agencies and Corporate Organizations **Choose Ad Astra?**



Subject Matter Expertise:

Our linguists undergo rigorous training, evaluation, and continuous education to deliver precise, culturally nuanced communication.



Quality Management System:

ISO, compliance



Seamless, Reliable Access:

With industry-leading response times and a highly secure platform certified with SOC 2, we ensure uninterrupted language support 24/7.



A True Partnership:

With dedicated client success managers and project managers, we work closely with you to customize and optimize your language access strategy to enhance every interaction.

Why **Interpretation** Matters

“Good communication isn’t a luxury—it’s a necessity.”

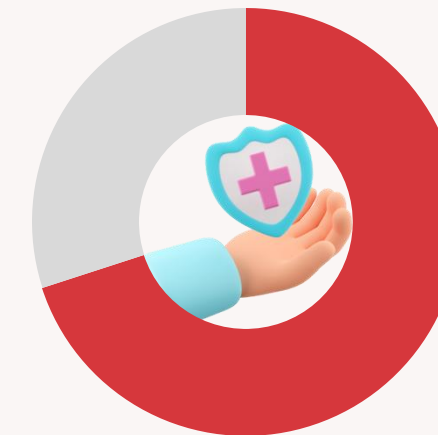
Language barriers can lead to misunderstandings, lost opportunities, and legal risks. Organizations that provide effective language access see higher customer satisfaction, improved compliance, and better operational efficiency.

Ad Astra’s interpretation services ensure accurate, efficient, and compliant communication across industries.



60%

Of businesses lose customers due to language barriers.



↑ 70%

Language access improves patient outcomes by 70% in healthcare settings.



Our **Interpretation** Services

1. Over-the-Phone Interpretation
2. Virtual Interpretation
3. In Person Interpretation

1. Over-the-Phone Interpretation (OPI)

***Instant Access to Qualified
Interpreters Around the Clock
Dial. Select. Speak***

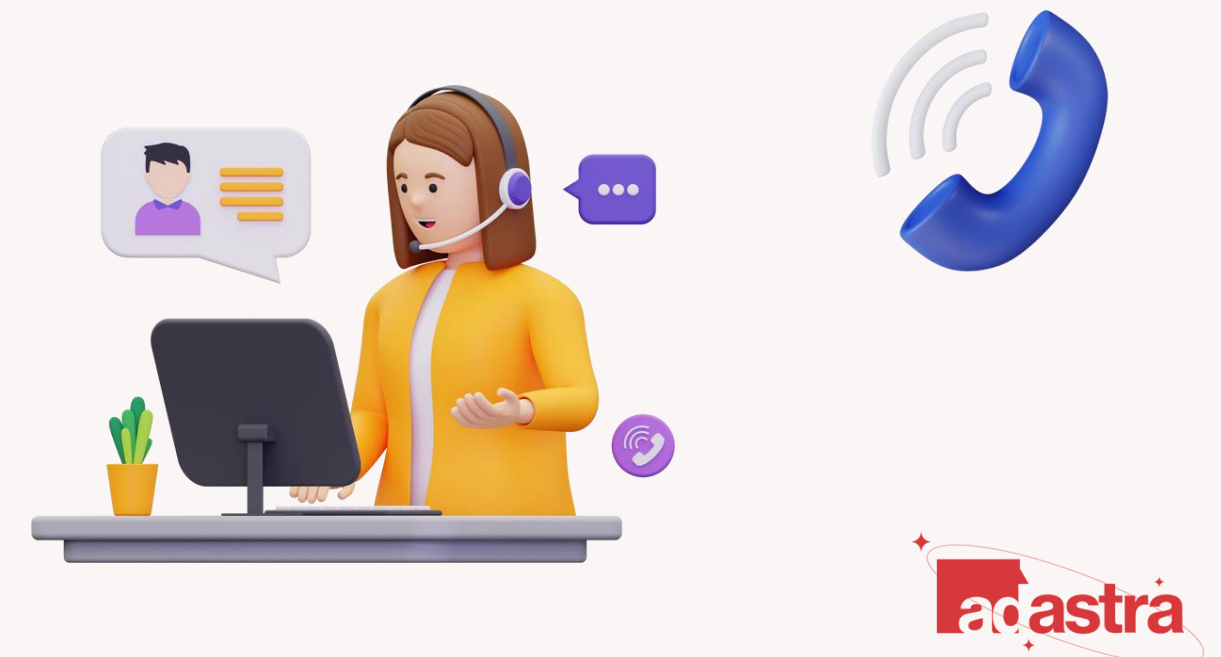
- Available in 300+ languages, 24/7.
- On-demand availability to trained interpreters
- Fast Queue times, less than 30 seconds for most languages Compliant
- with HIPAA, ADA, and Title VI regulations.
- User Friendly Platform, with intuitive controls
- Live call logs, custom dashboards, and on-demanding reporting features.

How It Works? The 3-ways to connect with an interpreter

- Call Your Dedicated 1-800 Number: Simply dial your personalized 1- 800 number, enter your secure PIN, and instantly connect with a professional interpreter.
- Download the App: Get the convenience of connecting directly from your mobile device by downloading our app, available on Apple, Android, and Google stores.
- Web-Based Access: Log into our platform and make a seamless web call from your computer for easy access to interpreter services at your fingertips.

Examples

- Healthcare:
- Insurance:
- Government:



2.

Virtual/Video Remote Interpretation (VRI)

*Face-to-Face Interpretation
Anytime, Anywhere*

- Ideal for telehealth, virtual meetings, and legal consultations.
- Crystal-clear video and audio ensure accurate interpretation.
- Secure, encrypted connections for compliance with HIPAA and other data protection laws.

Seamless Integration

- Compatible with Zoom, Microsoft Teams, Webex, and other platforms.
- Use our platform AdAstraConnect or your platform.



Use Case

- A hospital uses VRI to facilitate communication between doctors and LEP patients, ensuring accurate diagnosis and treatment.



3. In-Person Interpretation (IPI)



Qualified Interpreters for Critical Situations

- Best for legal, government, and medical settings where physical presence is required.
- Industry-trained interpreters for courtrooms, conferences, and emergency situations.
- Specialized support for ASL (American Sign Language) interpretation and accessibility compliance.

Ensuring Quality & Compliance

- Background-checked, certified interpreters.
- Compliant with courtroom, healthcare, and corporate regulations.
- Available for scheduled appointments and urgent requests.

Use Case

- A courtroom interpreter ensures that a non-English-speaking defendant fully understands legal proceedings, preserving their rights and fair trial access.



Ad Astra Connect

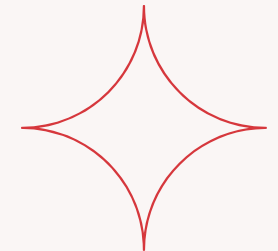
Your *All-in-One* Interpretation Platform

A secure, on-demand platform for **Over-the-Phone (OPI)**, **Video Remote (VRI)**, and **On-Site** interpretation—available 24/7 from any device.

- ✦ **300+ Languages**
- ✦ **App, Web & Phone Access**
- ✦ **HIPAA, ADA & SOC 2 Compliant**

Key Features

- ✦ **Centralized Management:** Schedule, track, and manage all interpretation sessions in one place.
- ✦ **Secure & Compliant:** SOC 2 certified. HIPAA, ADA, and Title VI compliant.
- ✦ **User-Friendly Interface:** Designed for both users and interpreters with intuitive navigation.



Why Choose **Ad Astra**?

More Than Just a Service – A Trusted Language Partner

- 300+ languages & dialects covered Qualified
- interpreters with industry-specific expertise
24/7 availability with low wait times Secure &
- compliant (HIPAA, ADA, GDPR)

Tech-Enabled Solutions

- Seamless integration with call centers, telehealth platforms, and business tools
- Custom API solutions for large-scale businesses

Flexible Pricing & Custom Plans

Maximizing Your Language Program ROI

- Real-time reporting & analytics to track usage and performance Dedicated
- customer support & training for seamless implementation

Discover how Ad Astra can transform your toughest language challenges into opportunities for growth with our industry-leading interpretation services.





Unlock **Seamless** **Communication** Today

- ✦ Don't let language barriers hold you back.
- ✦ Get started with professional interpretation services tailored to your industry.
- ✦ Contact us today for a FREE consultation!

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