

CAPABILITY STATEMENT



CORE COMPETENCIES

- Inclusive communication services to ensure compliancy, accessibility and understanding for stakeholders-customers, employees, vendors, etc
- Qualified sign language interpreting services with RID or BEI certified sign language interpreters (e.g., NIC, NIC Advanced, NIC Master, CSC, CI/CT, CDI)
- On-site and over video (VRI) sign language interpreters in all US states and Puerto Rico
- Supported Video Remote (VRI) platforms include: Polycom®, Cisco® or Sorenson ntouch® videophones, Sorenson ntouch® software for existing or leased PC, Mac or tablet
- Integration with Microsoft Teams®, Zoom®
- 24/7/365 live telephone customer support
- Customizable training on working with interpreters, Deaf employees and Deaf culture sensitivity

DIFFERENTIATORS

- **Our Platform:** Sorenson offers customers the use of a fully secure, HIPPA compliant, cloud-based interpreter scheduling system
- **Our Fill Rate:** Three year, national average fill rate 97.7% for requests received with 24 or more business hours' notice
- **Our People:** Sorenson Interpreters are trusted employees, not freelance or sub-contractual and are interviewed, screened, background checked, and drug tested. Sorenson is the largest employer of sign language interpreters in the world
- **Our Service Area:** Sorenson is an international company headquartered in Salt Lake City, UT with offices staffed by local supervisors that provide expert support to customers, consumers and employees.
- **Market Leader:** Over 140 Million Conversations Annually. Largest provider of sign language interpreting services and human-assisted captions in the world
- **Brand Loyalty:** 95% Brand Recognition in the Deaf Community integrated into the daily activities of over 450,000 Deaf and Hard-of-Hearing US and UK households
- **Our Technology:** 239 Patents on Deaf-focused Technology

PAST PERFORMANCE

- United States Postal Service
- United States Department of Agriculture
- United States Department of Defense
- Social Security Administration
- Department of Interior

Sorenson Communications, LLC.
4192 South Riverboat Road
Salt Lake City, UT 84123

Sorenson uses technology and humans to connect the world's signed and spoken languages. We aim to create an inclusive world where customers, employees, and community members of diverse languages can thrive.

DUNS: 138404129
GSA: 47QRAA23D000C
UEI: LDKJJZKM7N61
eVerify: 111164

NAICS Codes:
541930 - Translation and Interpretation Services

Contact Information:

Stephen Calloway
VP Public Sector
scalloway@sorenson.com

Jody Kulchinsky
Government Account Executive
jkulchinsky@sorenson.com

Carmen Braxton
Government Account Executive
CBraxton@Sorenson.com

General inquiries
info@sorenson.com

Website
www.sorenson.com

Toll Free 24/7/365
800-659-4783 (V)
844-720-1891 (VP)

Forbes **FAST COMPANY**

ata American Translators Association
The Voice of Interpreters and Translators

ALC ASSOCIATION OF LANGUAGE COMPANIES

RID
Registry of Interpreters for the Deaf, Inc.

