Intelligent business operations
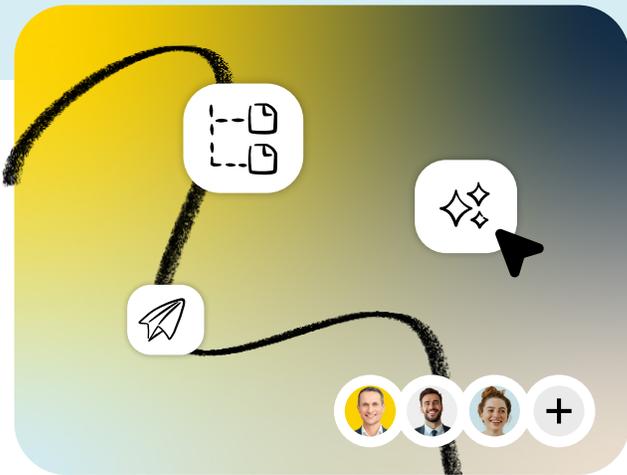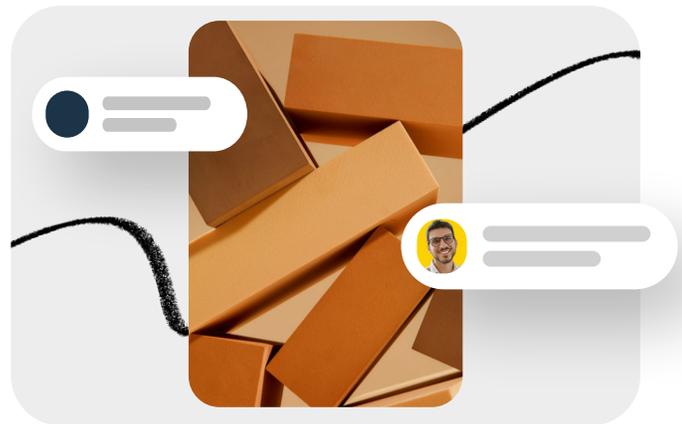
Smarter solutions for better business outcomes

Streamline complex operations with AI + expert oversight

BIG Language Solutions extends beyond language services to deliver business operations support powered by **LLMs, agentic AI, automation, and expert-in-the-loop oversight**. We help organizations streamline workflows, reduce costs, and maintain compliance in highly regulated industries.

Solving today's challenges

Organizations face increasing pressure from rising costs, staffing challenges, and regulatory complexity. **Intelligent Business Operations** provides scalable, cost-effective solutions without sacrificing quality, security, or control.

We take on the time-consuming, complex processes you'd normally manage in-house, so your team can focus on what matters most: driving growth and delivering results.

High-impact solutions for operational challenges

✓ **Multilingual contact center support**

Reach global and **limited English proficiency (LEP)** audiences with responsive, high-quality support tailored to your workflows.

✓ **Healthcare revenue cycle management (RCM)**

Strengthen financial performance with streamlined, compliant workflows tailored to healthcare operations.

✓ **Data processing & compliance monitoring**

Secure, scalable workflows to manage high volumes of sensitive data while meeting global compliance standards.

✓ **HR & staffing solutions**

Flexible, compliant support across the entire employee lifecycle.

✓ **Finance & accounting solutions**

Accurate, compliant financial operations that reduce risk and free up internal resources.

✓ **Knowledge process outsourcing (KPO)**

Expert analysis and reporting services that turn complex data into actionable insights.

Challenges we solve every day

Many organizations come to us facing similar operational roadblocks that slow growth, increase risk, and strain internal teams...

- ✕ High operational costs
- ✕ Talent gaps across key functions
- ✕ Compliance & quality risks
- ✕ Fragmented workflows & systems
- ✕ Scaling pressures
- ✕ Turnaround challenges

✓ Expertise at scale
Skilled teams that plug into your workflows fast, whether you need to scale up during peak periods or shift focus as priorities change.

✓ Automation & tech at our core
We partner with your team to rebuild workflows with advanced analytics and automation, creating smarter, faster, and more scalable operations.

✓ Consistent support across borders
Coordinating across time zones and languages, our support stays consistent and scales with your business.

✓ Certified quality you can measure
The highest standards for quality, security and compliance, including **ISO 9001, ISO 17100, ISO 27001, SOC 2 Type II, HIPAA, and HITRUST**.

✓ Long-term value, proven savings
By optimizing workflows and leveraging automation, our customers reduce operational spend by **50%** or more.

✓ A trusted partner
We've spent years building custom, tech-enabled workflows in language services that save time and reduce risk. Now, we bring that same approach to other business processes.

> "You are a wonderful supplier, and we greatly value our relationship. There are always new demands from our own company or regulators that require us to seek new and innovative solutions. We will continue to work with you to help us solve for these challenges."

Senior Director, Leading Healthcare Organization

Let's create smarter processes together

Intelligent Business Operations delivers high-impact results with none of the complexity or uncertainty. We're not here to oversell. We're here to design a solution that's scalable, sustainable, and ready for the real world of business.

Ready to Streamline? We're Ready to Help. Let's talk.

Trust Every Word™

BIG Language Solutions is how even the most complex organizations can finally trust every word of their interpretations and translations. That's because you know the work will get done by experts in your industry, exactly when and how you need it.

Contact us

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biglanguage.com