ad astra

CASE STUDY · STATE GOVERNMENT

STATE OF INDIANA: LANGUAGE SERVICES METRICS & REPORTING

How customized dashboards and transparent reporting turned language service data into better decisions.

Reporting | Dashboards | OPI | VRI | Translation

What We Track

Our Language Access System (LAS) and Translation Management System (TMS) track usage and performance across every service line.

Request type

Categorization of every service request.

Languages

The full range of languages requested.

Late arrivals

Interpreter punctuality, tracked by assignment.

Cancellations

Reporting on every service cancellation.

Fulfillment rate

By urgency: emergency, urgent, 24+ hours, and 1+ week out.

Pickup time

Connection metrics for OPI, VRI, and telemedicine.

Translation turnaround

How quickly translation projects are delivered.

Translation accuracy

Quality measures on every translation.

Glossary upkeep

Regular glossary and dictionary maintenance.

Cost reports

Detailed costs by language and service location.

A Dashboard Built for Indiana

Ad Astra customized a service usage and performance dashboard that gives the State a clear view of:

Performance metrics

Real-time data on service requests, fulfillment time, and interpreter timeliness.

Billing integration

Detailed financial information, including budget requirements.

Contractual compliance

Services tracked against agreed contractual terms.



Client Outcomes

Data comes straight from our scheduling system, with no personally identifiable information, and the State has full access to verify it.

15%

Better interpreter timeliness

Improvement over six months

30 sec

Average call connection time

Faster than industry standards

25%

Higher client satisfaction

Following enhanced transparency and reporting

Transparent reporting enabled targeted improvements, better stakeholder communication, and steadily higher service quality.

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Let’s talk about your data

Ad Astra gives agencies transparent, verifiable reporting on every language service, so you can manage quality, compliance, and budget with confidence.

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