



Streamlined contractor management, increased satisfaction

About Certified Languages International

Founded in 1996 and with locations in both Portland, OR, and Phoenix, AZ, Certified Languages International (CLI) is a language services provider offering on-demand interpretation and translation services for over 300 languages, as well as translation services for more than 100 languages. CLI delivers these services to clients across a wide range of sectors, including healthcare, government, corporations, and other industries. The goal is to provide 24/7/365 services to their clients, and to achieve this, CLI works with an average of 3,000 independent contractors worldwide.

What was the challenge?

With a growing demand across large geographical areas, CLI turned toward independent contractors to support their growth. Doing so created challenges in an increasingly complex regulatory landscape surrounding how they managed their independent contractors alongside their W-2 employees. Before switching to WorkMarket, CLI processed payments for both W-2 workers and independent contractors from the same system. This created complexities in their process and the potential for compliance issues. Traditional employee management solutions are designed for W-2 compliance, payroll taxes, and benefit requirements, but not for independent contractors. The highly manual steps CLI was using to manage their contractors led to confusion for their workers and hours spent supporting their questions. CLI would receive frequent phone calls and emails for clarification on specific aspects of the contractors' pay, as well as for guidance on the manual printing, signing, and mailing of physical checks. They also were unable to effectively process payments for international contractors due to many of these same manual issues and complexities. They looked to WorkMarket to help streamline these processes which, in turn, will help reduce overall risk.



About the client



Company:

Certified Languages International



Website:

certifiedlanguages.com



WorkMarket helped enable a more efficient and compliant process for paying independent contractors.

The solution

By moving to WorkMarket, CLI was able to implement a comprehensive self-service platform that helped fundamentally transform how contractors interacted with their business. Specifically, they were able to turn individual piecemeal processes into consistent and trackable work products and payments. Workers were able to be more self-sufficient and CLI saw increased time-savings and manual process reduction as data became more readily understood and available.



"We switched, to make sure that not only were our contractors separate, but it was just a clear line drawn."

Elizabeth Garvin, Senior VP of Human Resources

Onboarding benefits

As CLI looked to continue scaling their operations, and utilization of independent contractors, it became clear there was a need for a better solution to bring workers into their ecosystem. WorkMarket stepped in to help with an intuitive and customizable onboarding solution that made the process simple. CLI was able to build out a self-service onboarding experience that included setting up requirements CLI needed workers to meet prior to starting work and gave them the ability to collect and verify individual contractors' tax information. This helped to speed up the ability to assign — and pay — for work. WorkMarket supported the creation of a frictionless process for CLI that also helped to support the handling of all tax data verification.

Gaining efficiencies

The implementation of WorkMarket's platform helped deliver operational efficiencies across multiple areas of CLI's business. The most notable efficiency came from the self-service capabilities of WorkMarket's platform, delivering a significant reduction in volume of pay-related phone calls. WorkMarket's offerings have helped CLI achieve peace of mind and help reduce the risk of costly compliance violations. Additionally, the transition from manual check processing to an automated payment system eliminated bottlenecks in the payment cycle, reduced administrative overhead, and minimized the potential for human error by CLI in payment distribution.



Saved 1 hour per pay period by eliminating manual check processing.



Reduced communications needs by 20%.



"[Paying contractors] used to have a 3-day turnaround time to get it to folks on time, now I can do it the day before and sometimes it gets in the same day."

Elizabeth Garvin, Senior VP of Human Resources



“

WorkMarket made making payments around the globe a breeze.”

Aaron Motley, Human Resource Generalist



Tax implications

WorkMarket's platform helped simplify tax management for both CLI and their contractors. Contractors gained more visibility with their payments and into certain applicable garnishments, easily accessing their tax documents electronically. With this increased visibility and breakdown in an electronic format, it potentially helped reduce the likelihood of errors that could trigger audits or penalties. On top of this, WorkMarket's centralized tax reporting helped streamline CLI's own compliance obligations, making it easier to provide contractors with timely tax documentation.



"Keeping 1099 and W-2s all in the same system, especially when it came to tax reporting in states like California, Rhode Island, Vermont, and New York, where the literal line separating contractor from employee, it was a very big focus for us. Having them in separate systems just made sense."

Aaron Motley, Human Resources Generalist

Worker satisfaction increases

The new system provided contractors with intuitive access to detailed breakdowns of their pay and expense deductions as well as any applicable garnishments. This transparency helped empower contractors to manage their own pay experience and allowed for CLI to simply watch over the process and check-ins as needed rather than consistently needing to handle calls coming in. The user-friendly interface of WorkMarket's platform meant that contractors could access their information at any time and from any device.

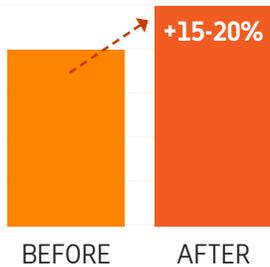
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Separating global payments, not utilizing paper checks that need to be hand mailed, tracking and payment workflows, all of that being in one place, the customized invoices, the service WorkMarket brings ... It has been a game-changer for our business, and we really haven't looked back since.”

Elizabeth Garvin, Senior VP of Human Resources



Improved ease of use
[for contractors] by 15-20%.



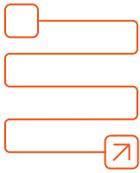
"The most recent bonus that came along with this has really been the invoicing — it's been a game changer ... Customized invoices were the highest satisfaction score for contractors."

Aaron Motley, Human Resources Generalist

Winning with WorkMarket

The implementation of WorkMarket helped deliver comprehensive benefits that streamlined both CLI's internal operations and their contractors' experience. WorkMarket helped simplify the process of onboarding and uploading contractor data, while offering customizable invoices tailored with specific pay information. Contractors gained increased visibility, through self-service options, to request work history verification services independently, helping to eliminate bottlenecks in the administrative workflow. CLI achieved significant reductions in manual processes, particularly in payment processing, and expanded their payment capabilities to include international transactions and multiple payment methods. These improvements translated into measurable results from; decreasing communication needs by 20%, ease of use improved by 15-20%, and CLI saved approximately one hour per pay period by eliminating the manual processing of checks. These efficiencies collectively freed up staff time for more strategic activities while enhancing the overall contractor experience.





Why WorkMarket

WorkMarket by ADP is an end-to-end platform that helps you realize the full potential of independent contracting today — so your business can take on tomorrow.

A single platform for managing your independent contractors

We help you attract, recruit, onboard, manage and pay your independent contractors easily, efficiently and compliantly.



**Onboarding
& verify**



**Manage work
assignments**



Pay



**Organize
talent**



**Compliance
support**



**Integration
& automation**

Our automated tools and workflows will help you:

- ✓ Attract and retain top-tier talent
- ✓ Engage contractors quickly to meet customer demand
- ✓ Scale your business fast
- ✓ Improve compliance and mitigate risk
- ✓ Gain real-time visibility into your contractor workforce
- ✓ Reduce costs — automated processes save time and money



Interested in learning more about WorkMarket?

Explore our self-guided demo to see how you can efficiently and compliantly onboard, verify, manage work assignments, and pay your contractors.

[Access interactive demo](#)



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