



# GoAP

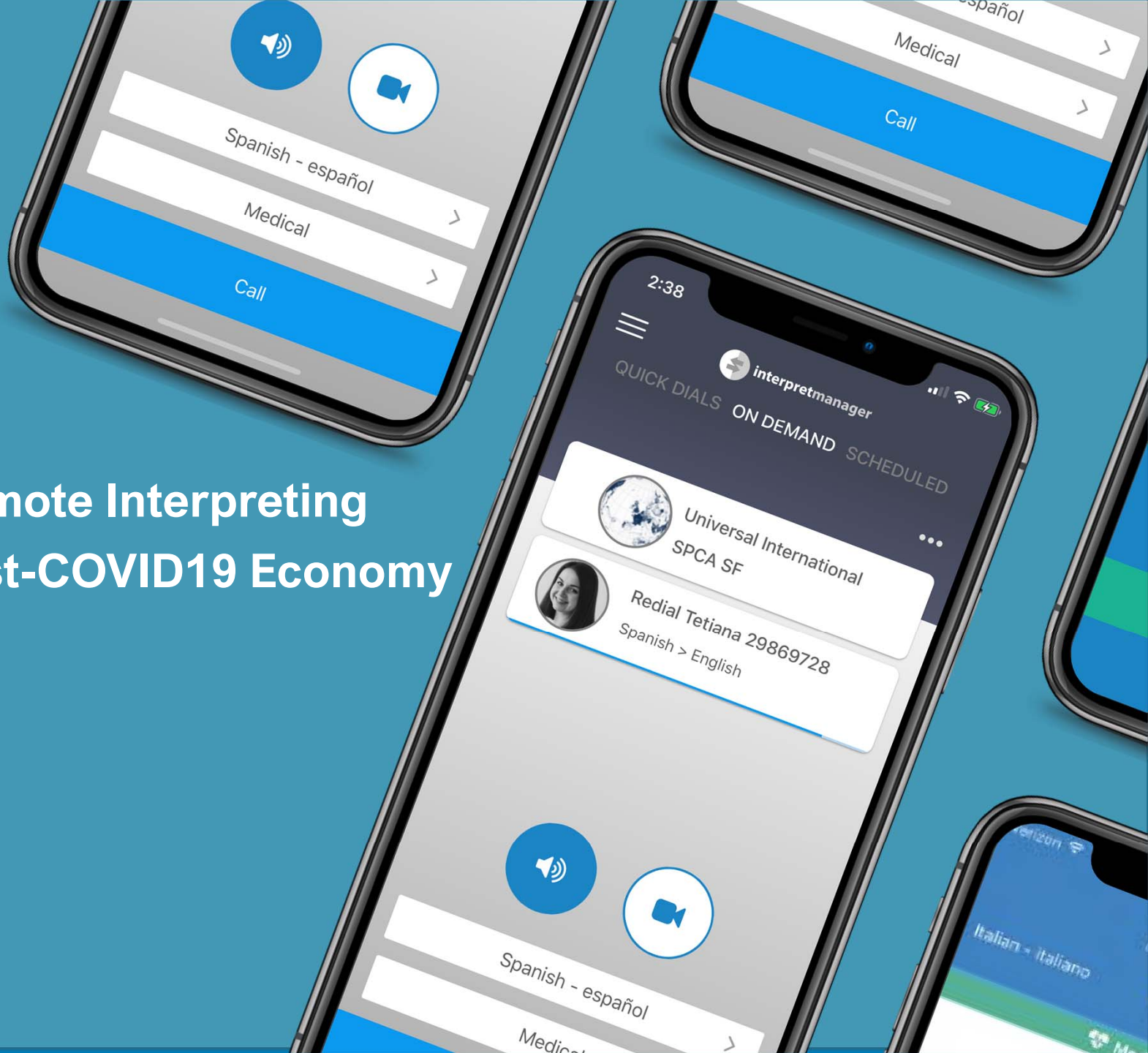



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Co-Founder, VP, Business Development

**boostlingo**

## Video Remote Interpreting In the Post-COVID19 Economy





**COVID19** healthcare precautions and preventative measures have hit the pause button for in-person interpreting services around the globe.

The **demand for interpreting** services however, has not disappeared, it **in fact continues to grow** **but it is growing as a teleservice!**

The current global pandemic has mainly served to **accelerate the demand.**

**Remote Interpreting Service Providers**  
and **Interpreting Technology Providers**  
are instrumental in preserving and sustaining  
continuity in the **interpreting business sector.**



# The State of the Linguist Supply Chain



## Overview of Demographics of Respondents to CSA Research's Linguist Survey



**75%**

of respondents  
are self-employed  
(freelancers)



**7%**

work  
in-house at  
LSPs



**6%**

work in-house  
on the client  
side

*The balance are currently unemployed or did not primarily identify as linguists*



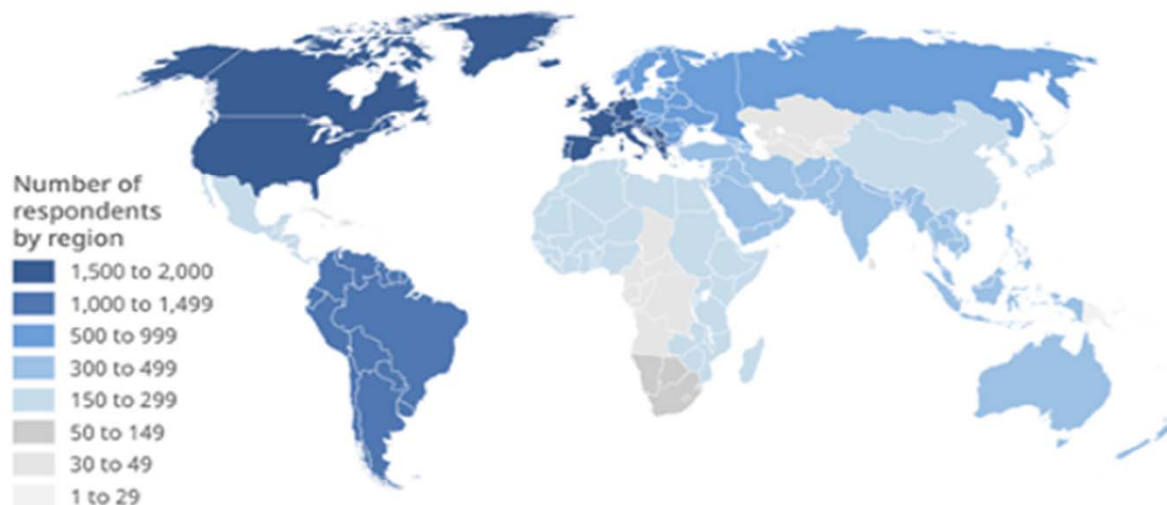
**178**

Countries  
represented



**155**

Language pairs  
represented



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<https://insights.csa-research.com/reportaction/305013106/Toc>

Most of the global remote interpreting workforce is comprised of professional freelance linguists who very likely work for multiple agencies.

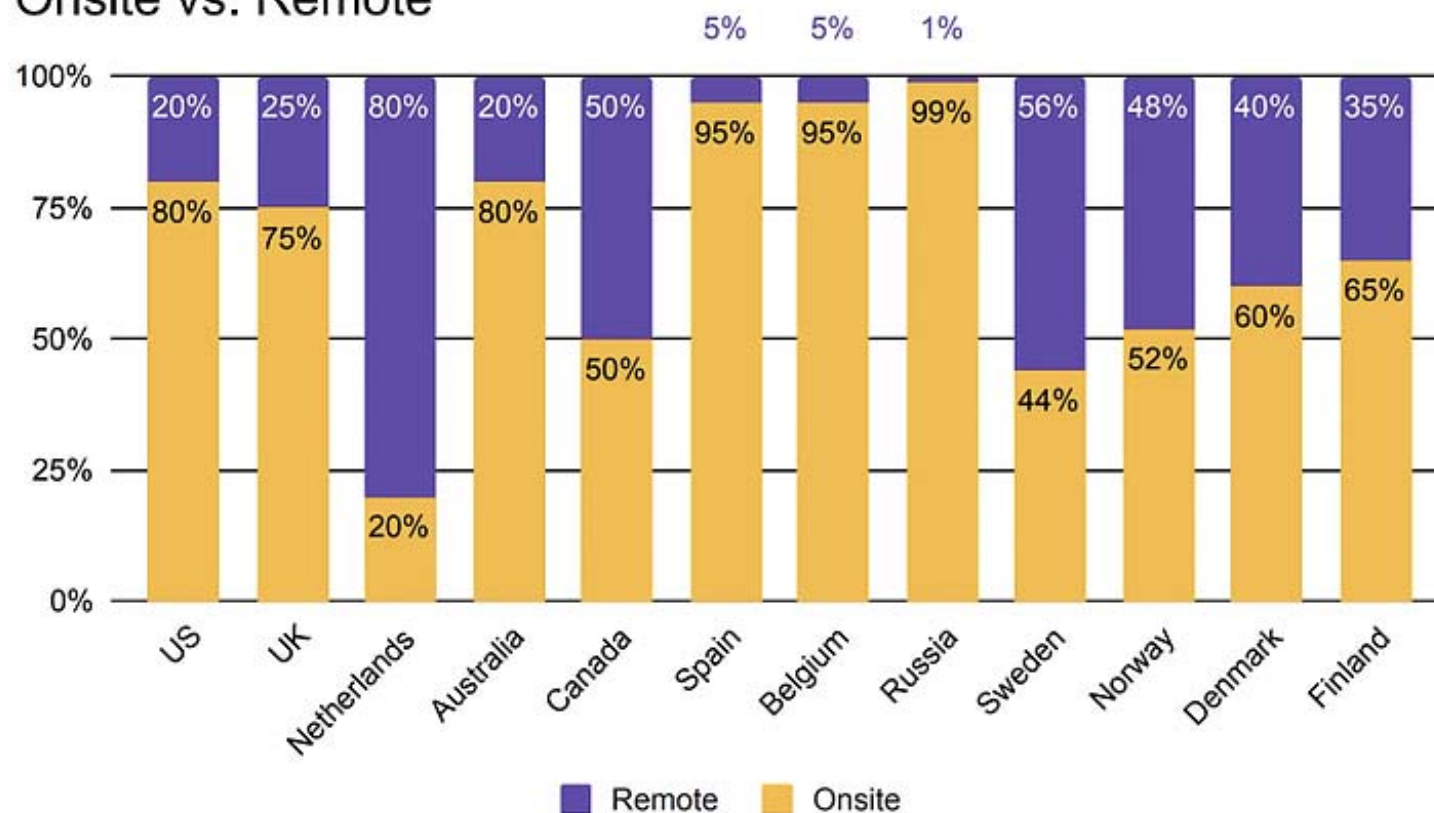
Many already have strong VRI experience.

Over 10,000 Remote Interpreters already have direct VRI experience using the Boostlingo platform.

# Interpreting Across the Globe: No One Size Fits All

Nimdzi

## Onsite vs. Remote



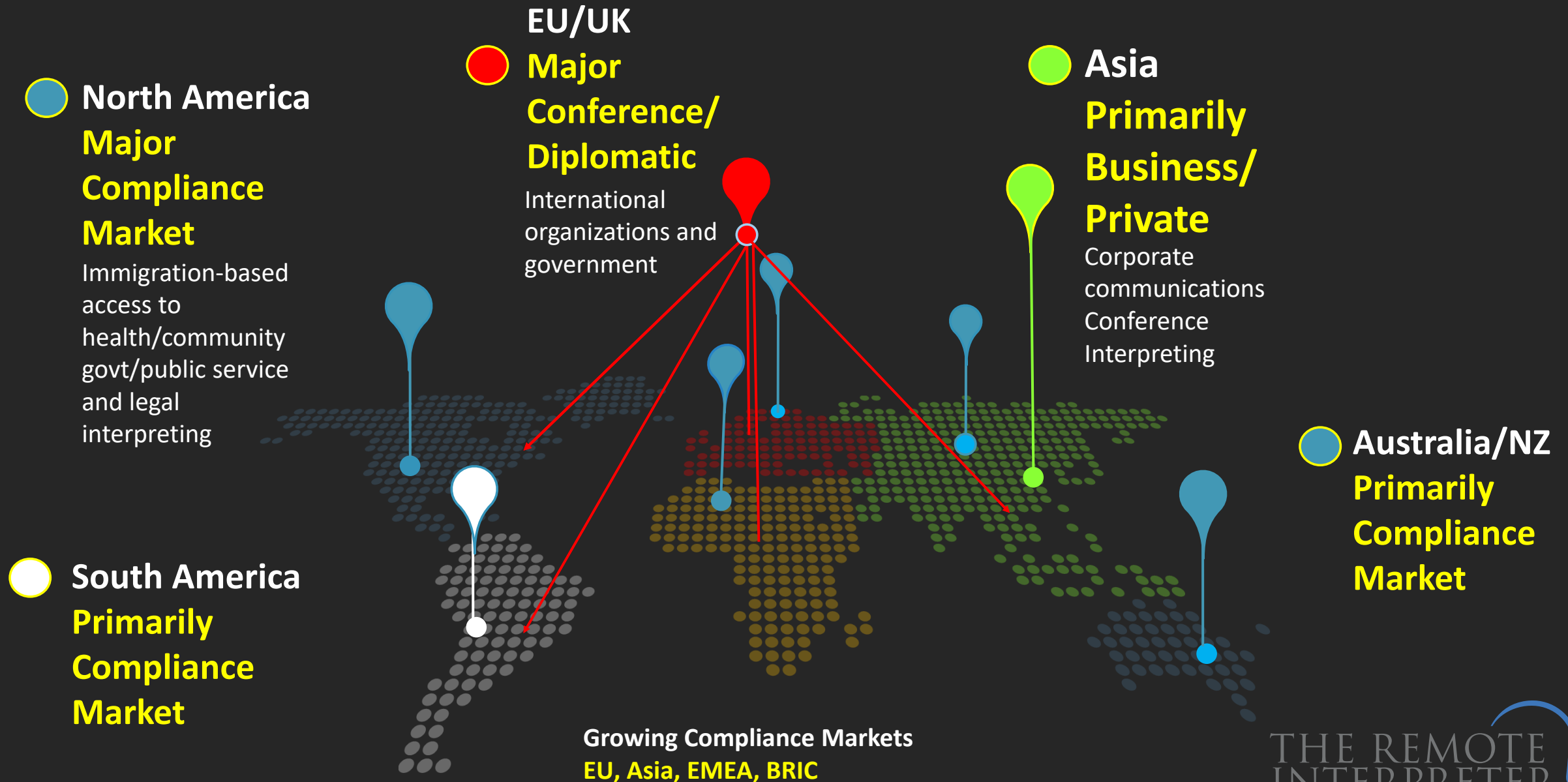
Source: <https://www.nimdzi.com/interpreting-across-the-globe-no-one-size-fits-all/>

Onsite was previously the dominant interpreting service type up until about March 15<sup>th</sup> 2020.

In the last 30 days it has been nearly completely wiped out as an available, viable option for interpreting support.

Remote Interpreting has become the “New Normal” and VRI support has suddenly become a new priority on a global level.

# Interpreting Markets at a Glance



# Interpreter Workforce Types by Markets

## Compliance Market

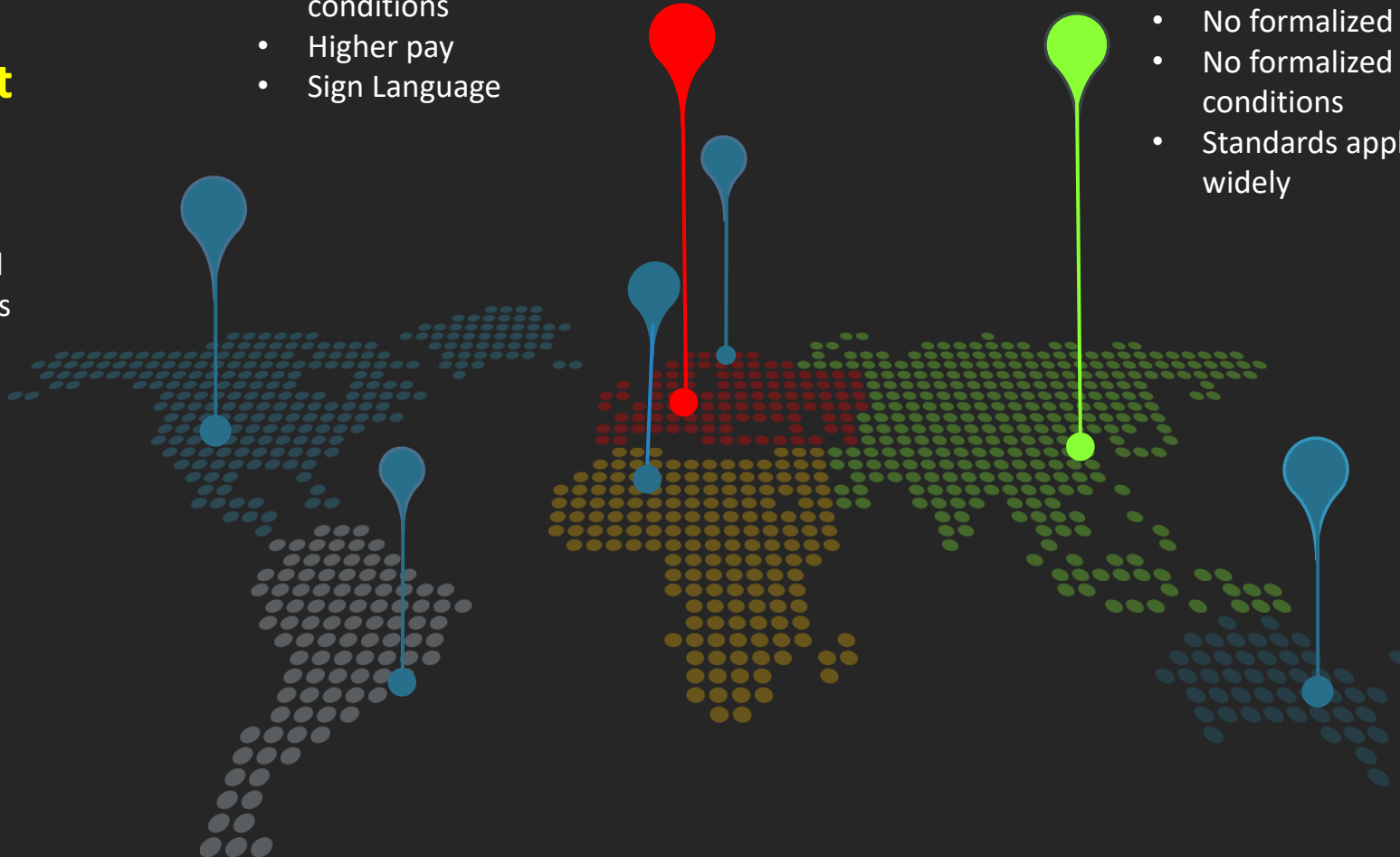
- Legal/court (Simul/Consec)
- Healthcare/ community (Consec/sight translation)
- No uniform education level
- Formalized ethics/protocols
- Formal certification
- Majority of interpreters
- Sign Language

## Conference/ Diplomatic

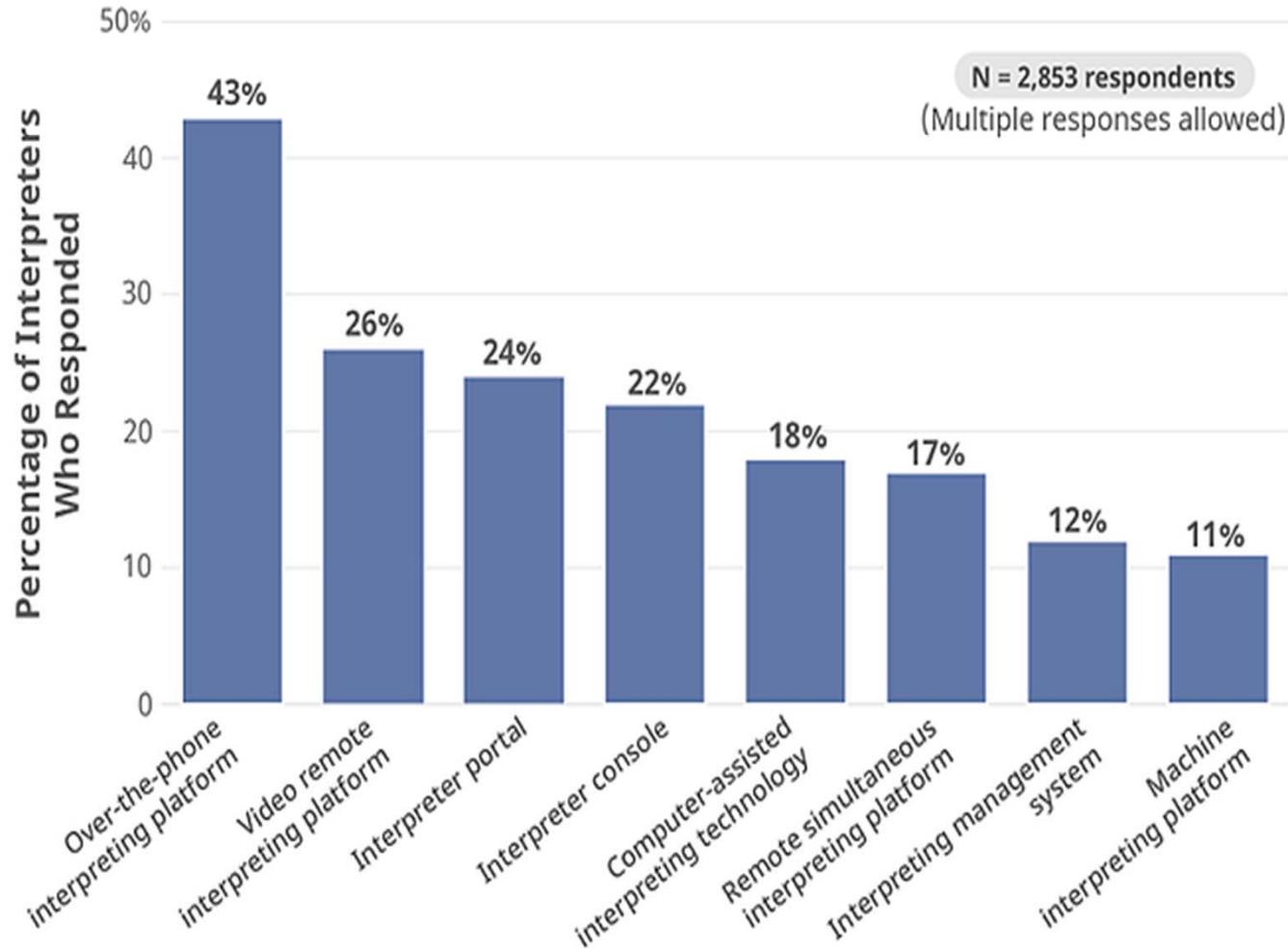
- Masters degree the norm
- Advanced modal skills
- Very Formalized working conditions
- Higher pay
- Sign Language

## Business/ Private

- Often conference interpreters
- In US, court interpreters
- No formalized ethics
- No formalized working conditions
- Standards applied vary widely



## Which interpreting technologies do you use on client assignments?



Telephonic or OPI is the prevailing technology used today for remote interpreting but VRI is beginning to shore up that gap.

VRI was growing at nearly an 8% CAGR over the past few years.

Projections for this year ?  
Much much higher.



# WHAT ARE WE SEEING AT BOOSTLINGO ?

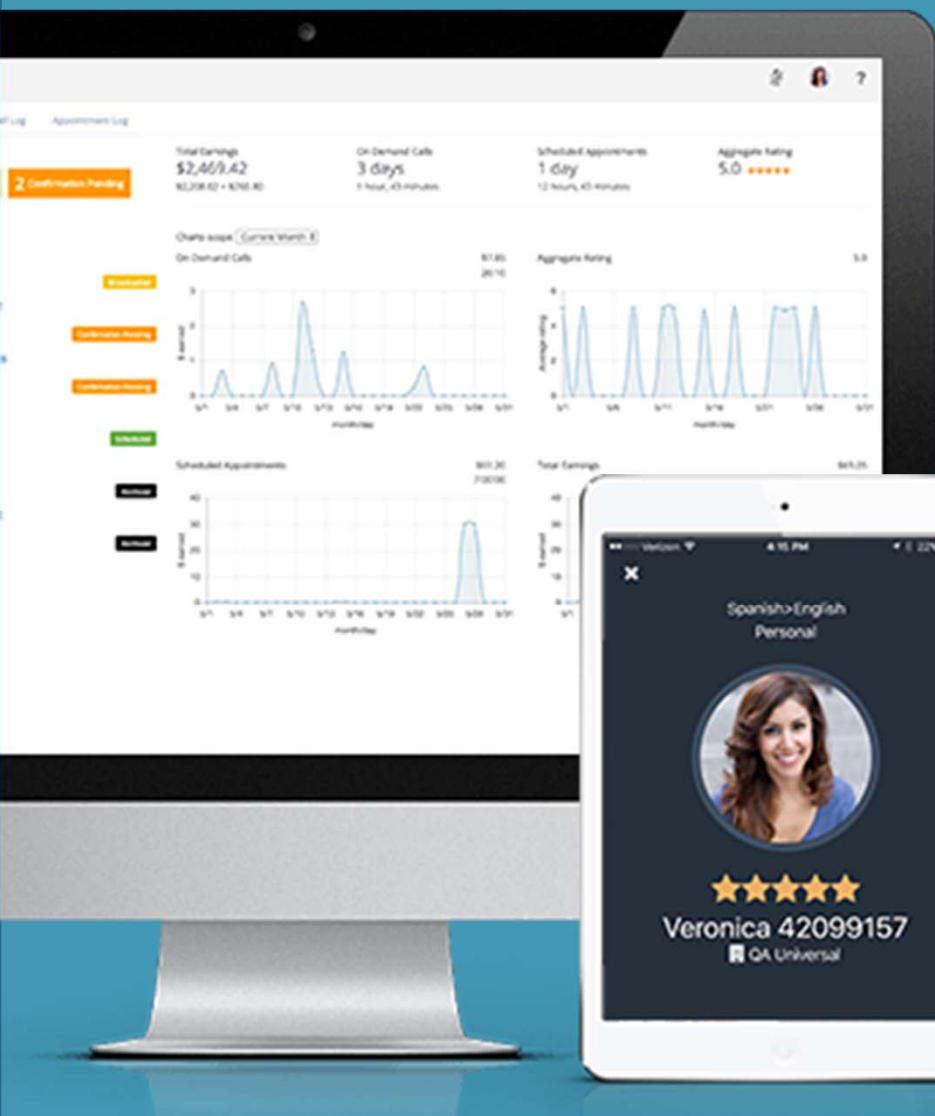
- In the **past 30 days** inbound inquiries to Boostlingo about Remote Interpreting has **increased 250%**
- Individual interpreters have been reaching out in **unprecedented numbers** asking for work referrals
- Scheduling platform activity for OSI has **decreased 70%** in the past 3 weeks.

Medical/Health Care calls through our partners for OPI and VRI **increased by about 50%**

Other OPI and VRI calls- Government, Schools & Education, Legal has **dropped about 10%**







The GOOD NEWS is that reaching professional interpreters has never been easier than it is today....

And that is because of Remote Interpreting Technology



ANALOG LANDLINES (TRADITIONAL PHONE)

**VRI INCLUDES**



IPHONES, SMARTPHONES



TABLETS, IPADS



CHROMEBOOKS, LAPTOPS, DESKTOP PC  
Videocast to Television Monitors

# TYPES OF REMOTE INTERPRETING SYSTEMS

## Interpreting Management Systems (IMS)

These are interpreting services workflow software applications that are designed to schedule and manage interpreting assignments, whether on-site or remote. They typically include CRM and vendor mgmt. tools as well as billing and reporting capabilities.

## Interpreting Delivery Platforms (IDP)

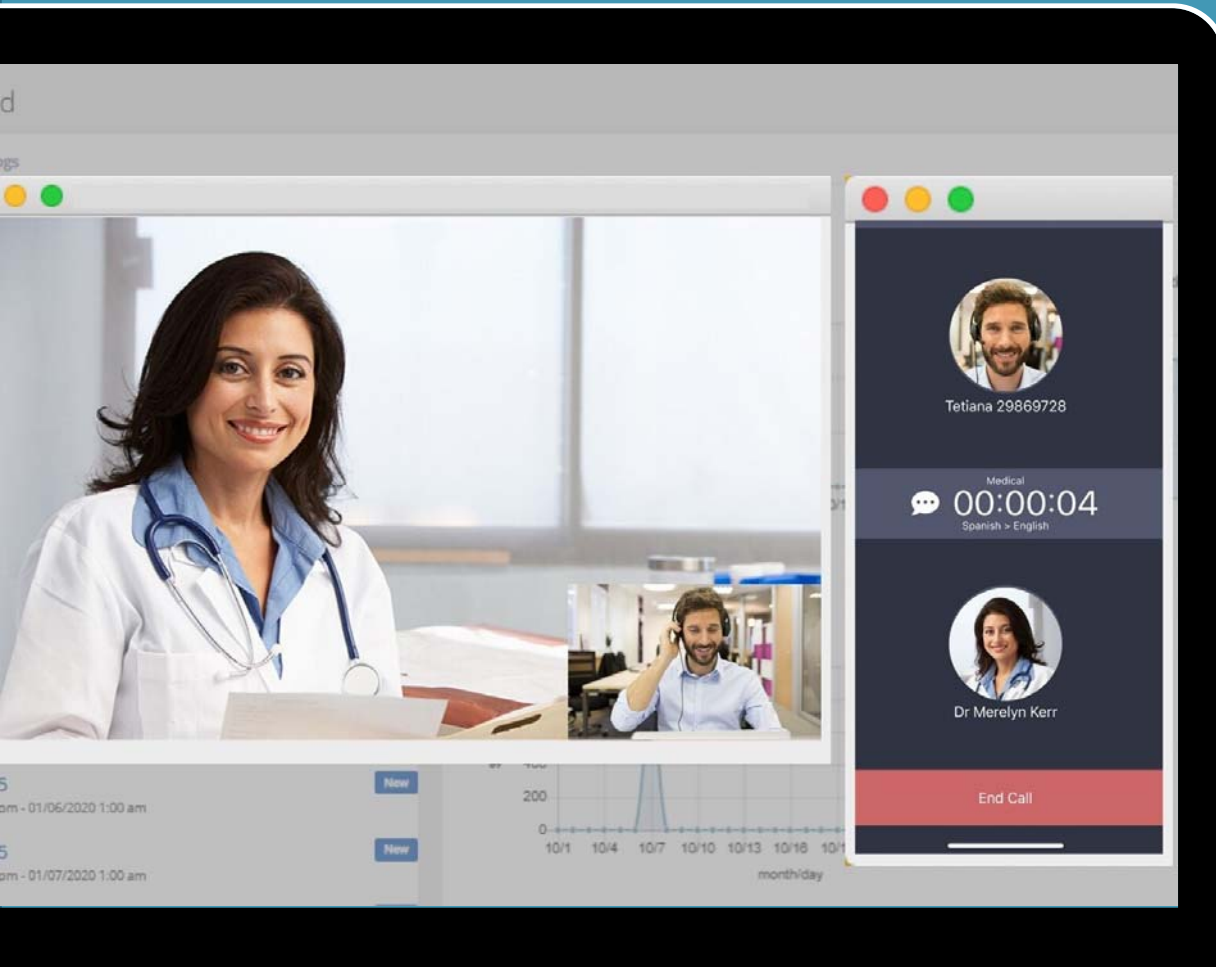
the communication infrastructure designed to deploy interpreting communications whether that is via telephone, or OPI or via VRI, Video Remote interpreting.

# bestlingo

## Unified Interpreting Platforms (UIP)

Combines the attributes of both IMS and IDP systems into one “Unified” system.





## PLATFORM FEATURES

- ✓ Complete IMS/IDP support
- ✓ Workflow Automation & Customization
- ✓ Complete Interpretation Management system including reporting, invoicing and business analytics
- ✓ Accounting Systems Integration including native QuickBooks Integration
- ✓ Intelligent Internal Call Routing Logic
- ✓ ON-Demand OPI / VRI
- ✓ Scheduled OPI / VRI
- ✓ TELEPHONIC / OPI Conference Calling
- ✓ VRI Video-Conference Calling
- ✓ Telehealth System Integration via API
- ✓ White Labelling and Custom Branding
  - ✓ EMR/EHR Integration
  - ✓ ZOOM VRI Integration ( June 2020 )



# EXPANDING WORK FOR INTERPRETERS

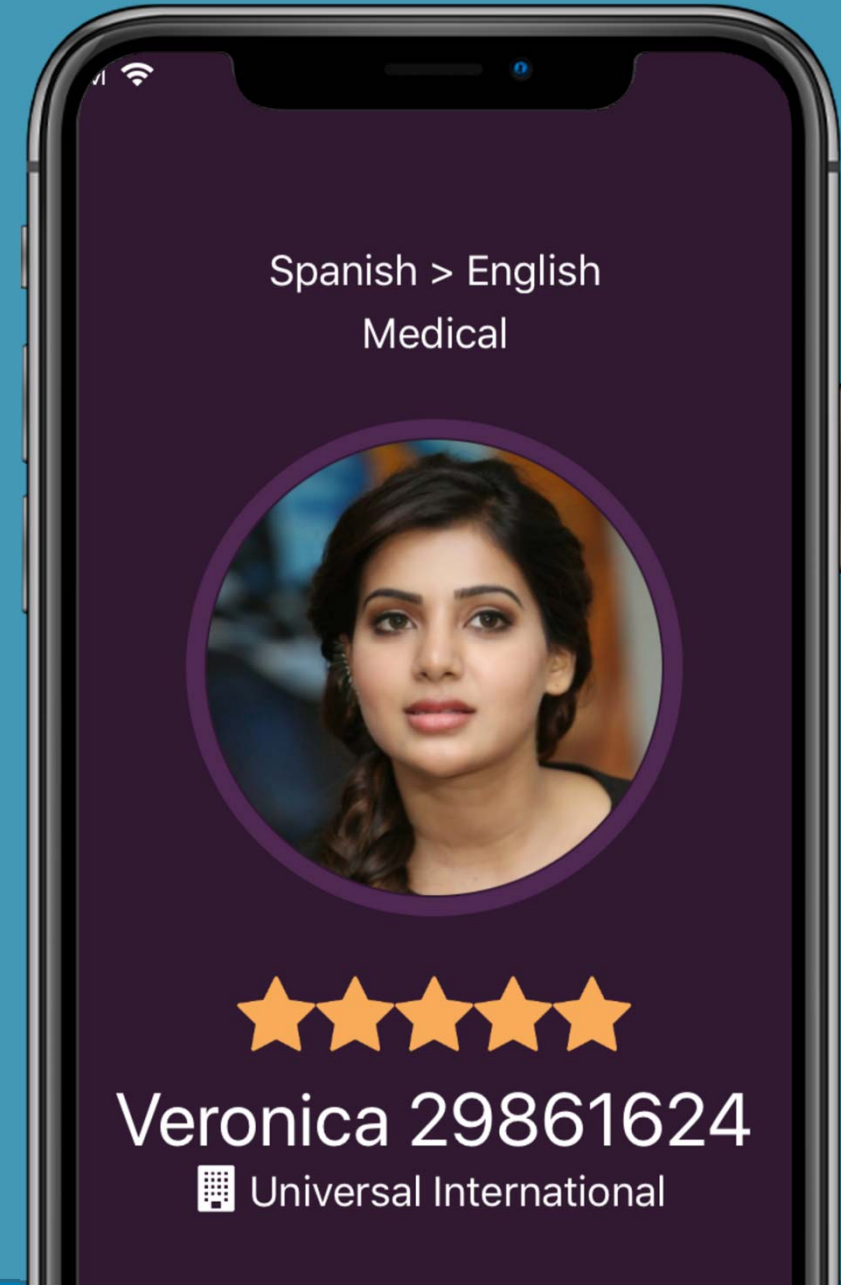
## The **beastlingo** Professional Interpreter Network

Initially conceived as a stop gap solution for languages agencies who needed some assistance scaling up quickly

Now 6000+ professional interpreters supporting a globally dispersed and language diverse network

OPI – 250 languages support 24/7

VRI – Top 35 languages supported US Business Hours





**boostlingo**  
Constant Innovation in Communication

## CONTACT US

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