



boostlingo

Working During and After the Pandemic

VRI SOLUTIONS & MARKETS

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GoAP



WOMEN IN
LOCALIZATION



- Founded in **January 2016** – 3 employees
- Based in **San Francisco, CA** with offices in **Europe** and the **Asia-Pacific** region.
- **28** Employees in **2020**



Over **350+** language service agencies trust and use the Boostlingo platform today

- **Global Footprint** including;
USA, Canada, South America, EU/EMEA, UK, Australia, Asia
- **Over 1000 End User Clients**
- **50% of clients are Health Care**
- **Over 8000 Active Interpreter Users**
- **Over 500,000 Requestor Users**



MISSION AND VISION

Boostlingo's mission is to help organizations break through all language barriers through constant innovation.

We believe that we can improve the quality of care by increasing language access through better communication management and delivery technologies and tools.

The **Boostlingo Unified Interpreting Platform** was the first of its kind to bring together the best elements of the **interpretation communications delivery platform (IDP)** and the **interpreting management system (IMS)** into one coherent vision of the complete end-to-end spoken language delivery platform.

We continue to trailblaze today.

In 4 Short years Boostlingo is already RANKED AMONG THE TOP 5 PROVIDERS IN THE TELEHEALTH and LANGUAGE SPACE

Slator 2019 US Healthcare Interpreting Report

Table 4: Telehealth

Company	Description
Akorbi	Akorbi's "TeleHealth" is a multilingual service that integrates and supports all potential applications and programs. Some of the TeleHealth services offered by Akorbi include EMR integration, remote patient monitoring, and med-sitter patient sitting.
boostlingo	Boostlingo partners with several telemedicine vendors to provide interpretation services to the homes of LEP patients, and strives to enable on-demand connections so that patients can access their urgent care or post-hospital care needs. Boostlingo offers a robust API that makes integration with telehealth platforms easier than ever.
Certified Languages International	Certified Languages International's VRI solutions uses a telemedicine platform, not only enabling providers to see patients, all from

Table 3: Selection of

Company	Description
Akorbi	Akorbi provides
boostlingo	With the Boostlingo app, interpreters can be margin, and LSPs can create or expand their provides IPI scheduling tools and solutions.
CYRACOM	The CyraCom Mobile Interpreter app enables interpreter within seconds via their compatible
LanguageLine Solutions	With LanguageLine's Insight for iPhone, use experienced professional interpreters in over not require a VPN.
martti	The Martti Next app provides a new standard providing immediate access to US-based m
STRATUS	Stratus's On-Demand Interpreting App can be used on any tablet, smartphone, desktop, or laptop, allowing for immediate access to interpreters.

Table 1: Core healthcare interpreting providers

Company	Interpreting Services	Description
LanguageLine Solutions	IPI, OPI, VRI	Headquartered in Monterey, California, LanguageLine Solutions is the largest global interpreting services provider by revenue. LanguageLine also "held the first two National Medical Interpreter Certification Forums in Boston, Massachusetts and Portland, Oregon." ¹⁰
CYRACOM	IPI, OPI, VRI	Exclusively focused on the healthcare industry, CyraCom opened its doors nearly 25 years ago and now services healthcare clients throughout the United States.
STRATUS	IPI, OPI, VRI	In May 2018, Stratus Video merged with InDemand, its rival US healthcare video interpreting company. The combined organization is "expected to generate more than USD 100m in revenue in 2019", according to Stratus Video President, David Fetterolf.
boostlingo	IPI, OPI, VRI	Boostlingo is a language technology company headquartered in San Francisco, CA. The company offers the "Unified Interpretation Management Platform" which helps LSPs with on-site interpreter appointment scheduling as well as the management of on-demand and scheduled OPI and VRI sessions.
martti	OPI, VRI	Headquartered in Ohio, Martti provides healthcare interpreting services across a range of locations in the US. The company received USD 15m investment from private equity firm Kayne Partners in 2015, and formed its umbrella company, Cloudbreak, the same year.

● A Platform Unified

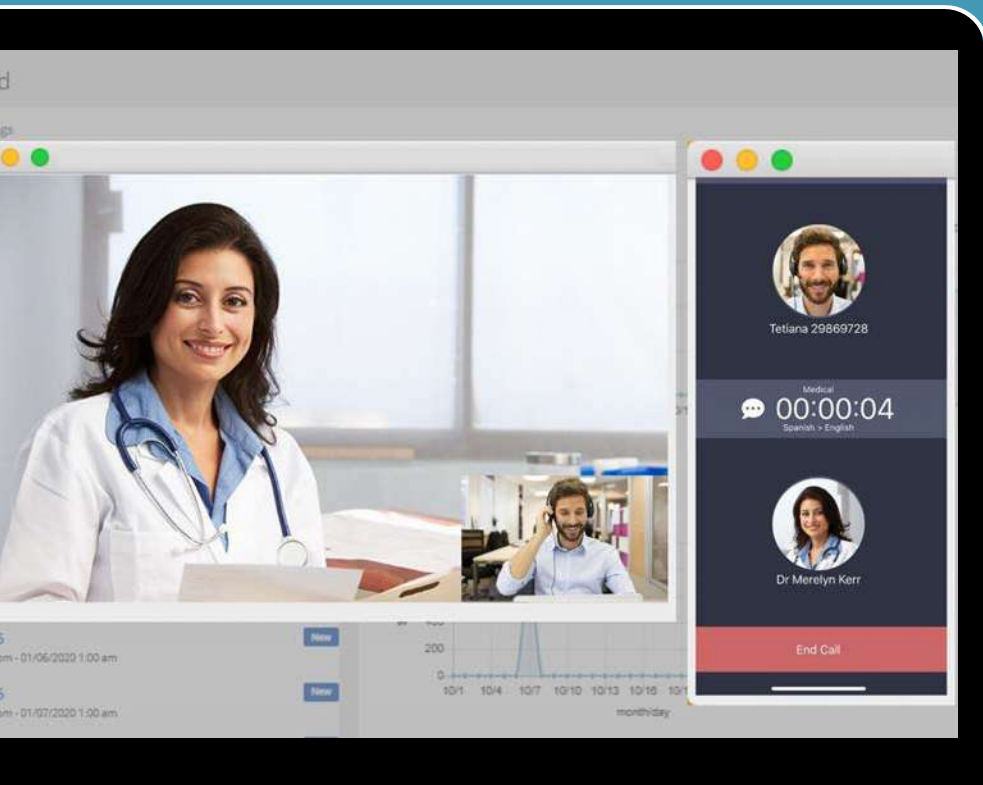
- **Automation and Customization** to streamline workflow and help drive operational efficiency
- **Access to a true Global Language Marketplace** instant scalability with access to thousands of interpreters on-demand via WEB RTC.
- **Realtime Business and Communications Insights** provide better business analytics through reporting.
- **A strong Regulatory Compliance Posture** that places the highest value on data privacy, security and high availability.
- **Labor Pool Management** tools to leverage your own interpreter teams to source work, complete jobs.
- **A Streamlined and Flexible** language service delivery model via API integration.



Is a Unified Platform



"Boostlingo combines all the critical components and attributes of both IMS and IDP systems into one Unified system."



- ✓ **Workflow Automation & Customization**
- ✓ **Interpreter Scheduling, Appointment Setting and tracking**
- ✓ **Interpreter Contact Management**
- ✓ **Billing and Invoicing**
- ✓ **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 with BoostLink**
- ✓ **API Integration via BoostConnect**
- ✓ **3rd Party Web Conference App Integration including ZOOM**
- ✓ **White Labelling and Custom Branding**

EXPANDING WORK FOR INTERPRETERS

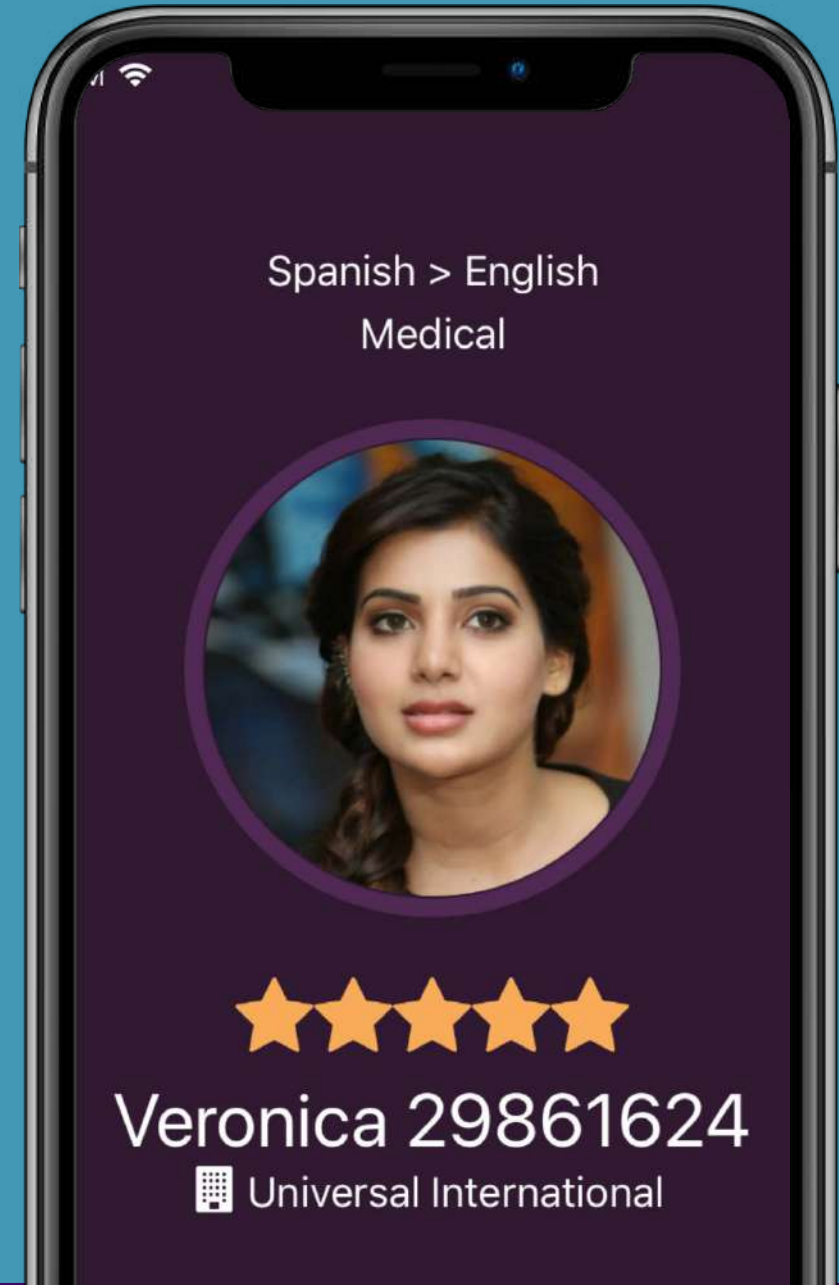
The **boostlingo** Professional Interpreter Network

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

Now a freelance interpreter pool of 8000+ professional interpreters supporting a globally dispersed and language diverse network

OPI – 300 languages supported 24/7

VRI – Top 35 languages supported US Business Hours



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.**

WHAT ARE WE SEEING AT BOOSTLINGO ?

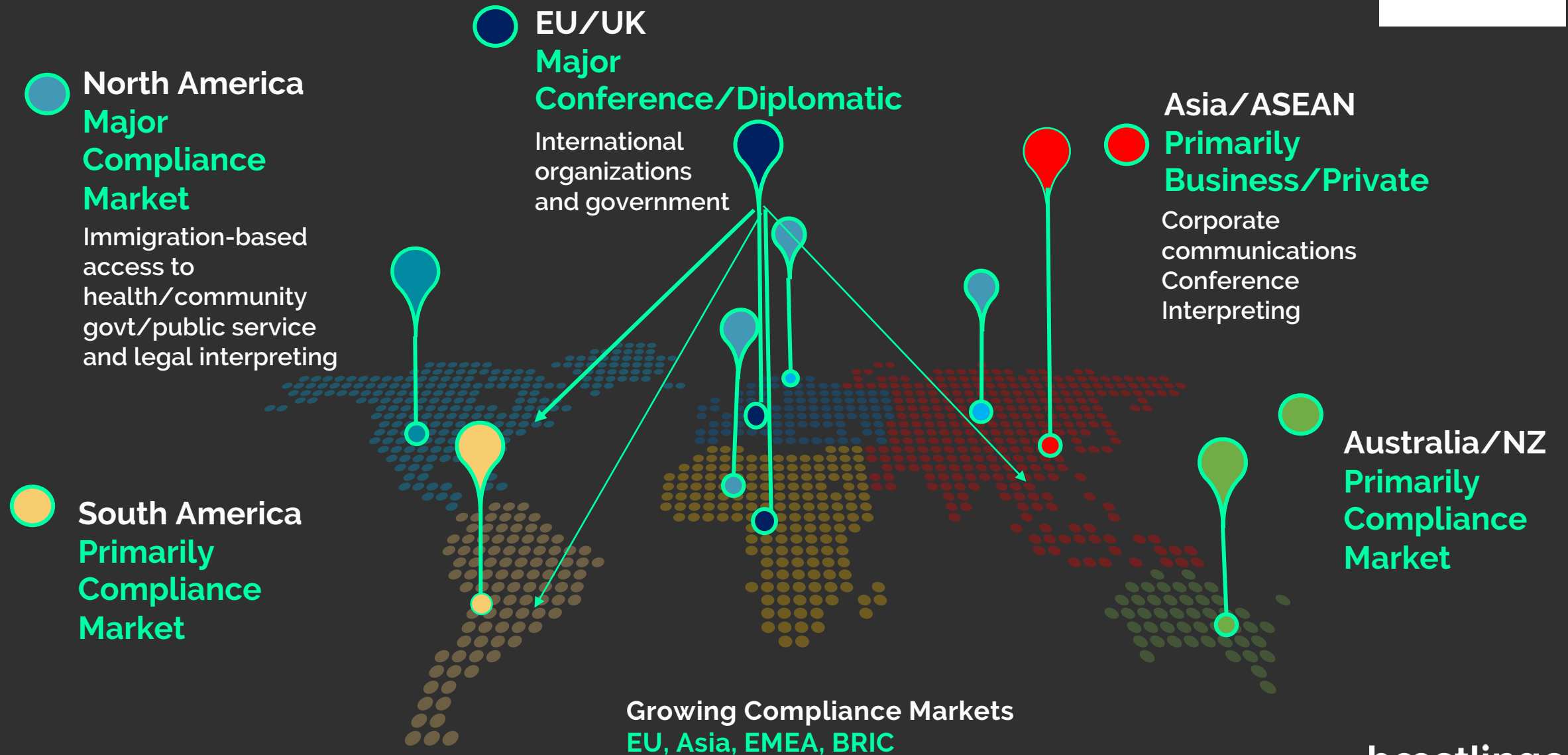
- In the **past 90 days** inbound inquiries to Boostlingo about Remote Interpreting has **increased +350%**
- Individual interpreters have been reaching out in **unprecedented numbers** asking for work referrals
- Scheduling platform activity for OSI has **decreased -70%** in the past 90 days.

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

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



Interpreting Markets At a Glance



US Market Overview and Outlook



Language Services Market - 50 Billion in 2019 → \$56 Billion by 2022

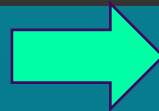
Increasing +4% on average per annum. The North America Market = 40% of Global Market

The US Telephonic and VRI Market – 1.2 billion

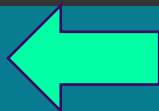
Multi-Cultural Consumers account for 92% of population growth increasing 2.3 million per year

Organizations are struggling with the complexity of language services which are not their core competency

SHIFTING POPULATIONS



MARKET DEMAND DRIVERS



LAWS and REGULATIONS

90% of US Population Growth will be from immigration through 2065

Just over 50% of US Immigrants are English proficient



350 + languages are spoken in the US

10 Million persons are deaf and/or hard of hearing

Interpreting Providers At a Glance

Number of top interpreting providers by country

Top companies concentrate 33.2 percent of industry revenue



WHAT WILL BE YOUR STAKE OF \$5 Bn in 2020? 2021?



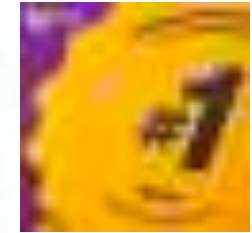
Asia Pacific Overview and Outlook

"The Asian Market holds considerable opportunities but is also decentralized. There is no market for hospital interpreting yet, and centralization of public sector procurement is still low."

Accreditation, certification, compliance and regulation – WILD WILD WEST! (except east)
But growing multicultural growth and expanded trade are helping move the dial.

Organizations in the Asia Pacific are beginning to care about remote language services in ways that were previously a blip on the radar. Response to COVID19 is reconfiguring that posture.

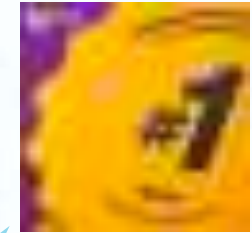
Overview of key sectors and fragmentation



BIG FISH SMALL POOLS, BIG POOLS SMALL/MED FISH

Immigration Migrant centers, Cities, Customs Low fragmentation	MICE Conferences, Webinars High fragmentation	Justice system Courts, Police Low fragmentation	Government UN, EU institutions... Medium fragmentation
Healthcare Hospitals, Telemedicine, Insurance High fragmentation	Defense Intelligence, Combat interpreting, Crew training, Crisis response Low fragmentation	General business Meetings, Equipment installation, Training High fragmentation	Sign language Low fragmentation

Overview of key sectors and fragmentation



Immigration

Migrant centers, Cities, Customs

Low fragmentation

MICE

Conferences, Webinars

High fragmentation

Justice system

Courts, Police

Low fragmentation

Government

UN, EU institutions

Medium fragmentation

Healthcare

Hospitals, Telemedicine, Insurance

High fragmentation

Defense

Intelligence, Combat interpreting,
Crew training, Crisis response

Low fragmentation

General business

Meetings, Equipment installation,
Training

High fragmentation

Sign language

Low fragmentation

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 phones)

VRI INCLUDES



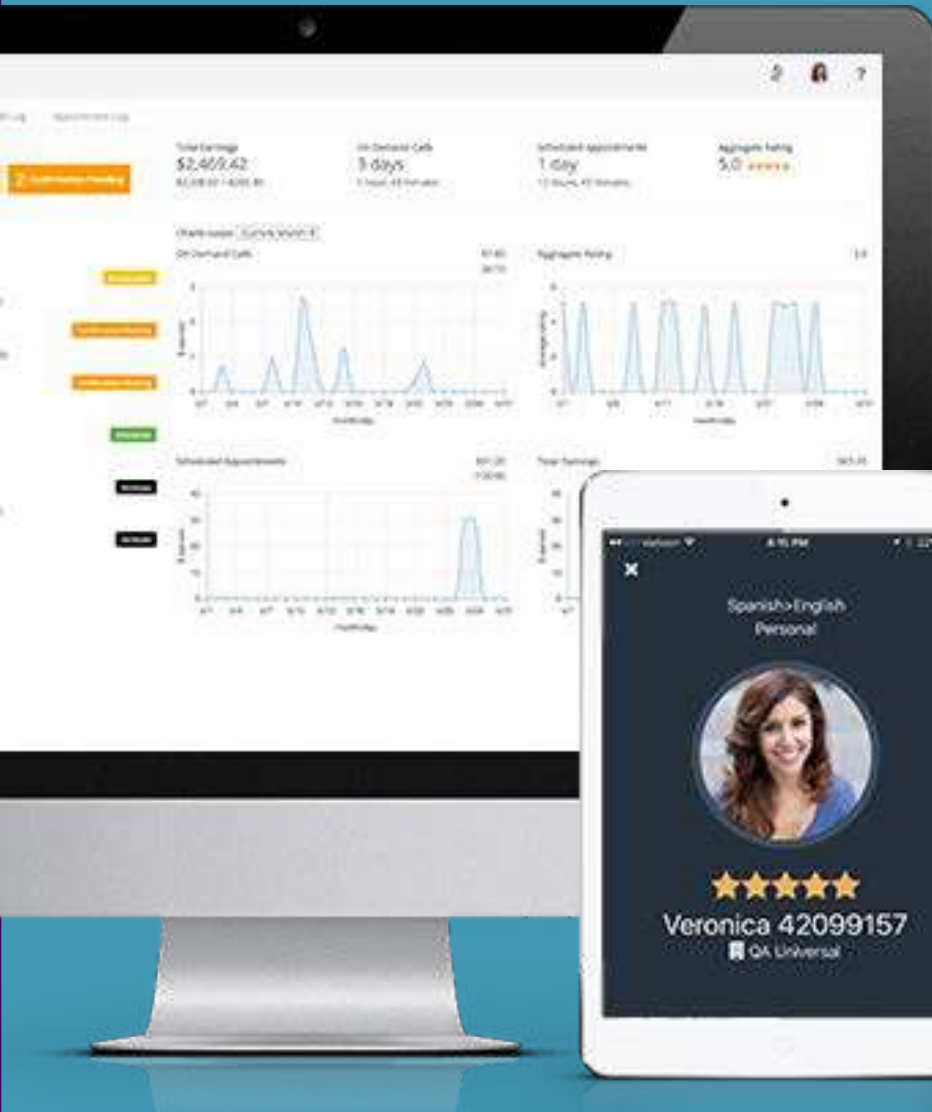
iPhones, Smartphones



iPads, Tablets, Hybrid Devices



CHROMEBOOKS, LAPTOPS, DESKTOP PC
Videocast to Television Monitors





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