



boostlingo

Lingolet™

ON DEMAND LANGUAGE TECHNOLOGIES & SERVICES
Driving New Business & Opportunities Globally



GoAP

2021 Annual Conference

Bryan Forrester - Boostlingo

Jerry Song - Lingolet

Ed Varela - Lingolet

Moderator - **Dieter Runge**



boostlingo

- Founded in the Silicon Valley in **January 2016**
- Based in **Austin, Texas** with offices in **San Francisco California, Europe** and the **Asia-Pacific** region.



Over **500+** language service agencies trust and use the Boostlingo platform today

- Global Footprint including;
USA, Canada, South America, EU/EMEA, UK, Australia, Asia
- Over **5000** End User Clients
- 50% of clients are Health Care
- Over **8000+** Active Interpreter Users
- Over **500,000** Requestor Users





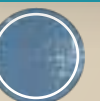
MISSION AND VISION

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

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 now RANKED AMONG THE **TOP 5 PROVIDERS** IN THE TELEHEALTH and LANGUAGE TECHNOLOGY 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 from anywhere, but also enabling patients to see providers from anywhere.

Table 3: Selection of

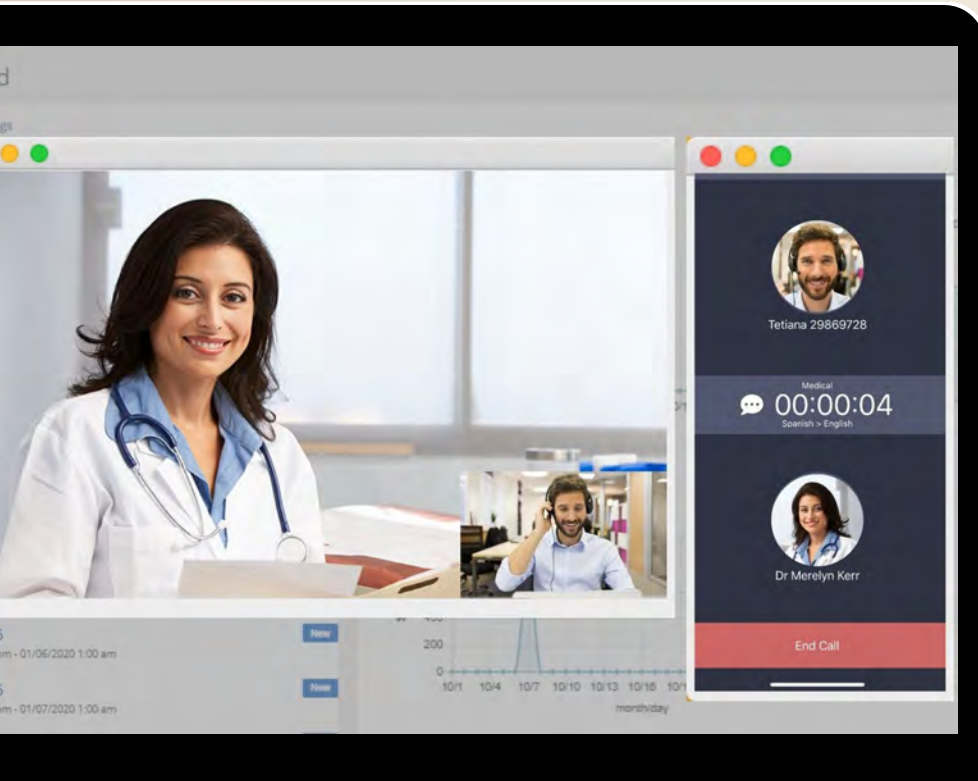
Company	Description
Akorbi	Akorbi provides a comprehensive suite of services for healthcare providers, including telehealth, remote patient monitoring, and med-sitter patient sitting.
boostlingo	With the Boostlingo app, interpreters can be connected to patients in real-time, and LSPs can create or expand their network of interpreters. Boostlingo provides IPI scheduling tools and solutions.
CYRACOM	The CyraCom Mobile Interpreter app enables healthcare providers to connect with interpreters within seconds via their compatible mobile devices.
LanguageLine Solutions	With LanguageLine's <i>Insight for iPhone</i> , experienced professional interpreters in over 200 languages can be accessed without the need for a VPN.
martti	The Martti Next app provides a new standard for healthcare providers, providing immediate access to US-based medical interpreters.
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."
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 Fetterhoff.
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 16m investment from private equity firm Kayne Partners in 2015, and formed its umbrella company, Cloudbreak, the same year.



“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, MS Teams and others**
- ✓ **White Labelling and Custom Branding**



- Founded in **January 2019**
- Based in Mountain View **California** with offices in **China** and the **Asia-Pacific region**.



A Unified language services platform covering Interpreting, Translation and Transcription solutions.

4 delivery channels - IoT devices, hybrid app, web portal and API.

All services have AI functionality available.

LAP Super Administrator - Track and manage all devices

Single POC helps strengthen your relationship with end users by managing all services from one dashboard.





MISSION AND VISION

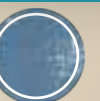
Lingolet's mission is to be the language services hub to manage all 3 primary language services areas via one dashboard.

Lingolet aims to bring Human-Centered AI Solutions for all global language needs.

The **Lingolet** was awarded the **SVIEF** Disruptive Innovation Award at **CES 2020** in Las Vegas.

The Lingolet Hybrid platform is **a complete and intuitive language solution** that brings an unprecedented blend of AI and live language support tools to professional language organizations

Any Language, Anywhere



A Hybrid Intelligence Platform for Language Needs

Consumer Activities

Travel, Airport, Hotel, Retail Store

Business Domains

Hospital, Conference, Law Firm, Government, Education

IoT Devices

Mobile

Web

Lingolet Public API

Translation, Transcription, Interpretation, Management Portal, Reporting

Hybrid Model

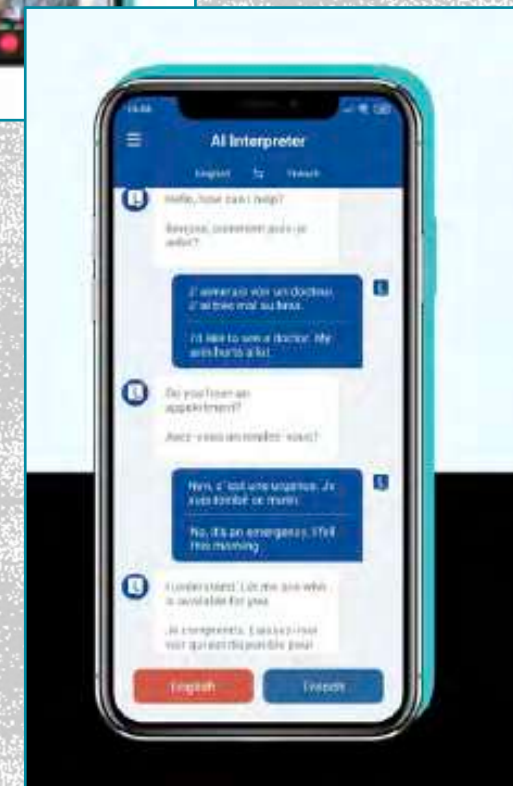
Human Professionals + Artificial Intelligence

Secure Data Storage



Interpreting
Translation
Transcription
AI and live option

Available via Web portal, IoT device,
device agnostic Hybrid App, API





Twelve Languages Supported by
Our Machine Translation

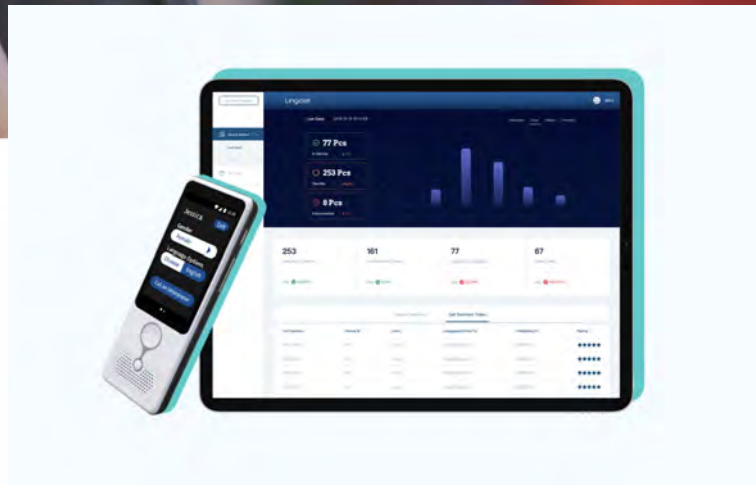
English
Danish
German
French
Italian
Japanese

Chinese
Spanish
Portuguese
Korean
Russian
Thai

**The LAP allows users to
track and manage devices
in multiple locations**

Tracking includes:

- **Minutes**
- **Requestor**
- **Interpreter**
- **Dates and Times**
- **Language Pairs**



Interpreting Markets At a Glance



US Market Overview and Outlook

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

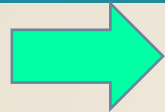
Increasing +4% on average per annum. The North America Market = 40% of Global Market

The US Telephonic and VRI Market - 1.2 billion

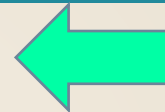
Multi-Cultural Consumers account for 92% of population growth increasing 2.3 million per year

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



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 are beginning to care about language services in ways that were previously not considered



Overview of key sectors and fragmentation

BIG FISH LITTLE POOLS, BIG POOLS LITTLE 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



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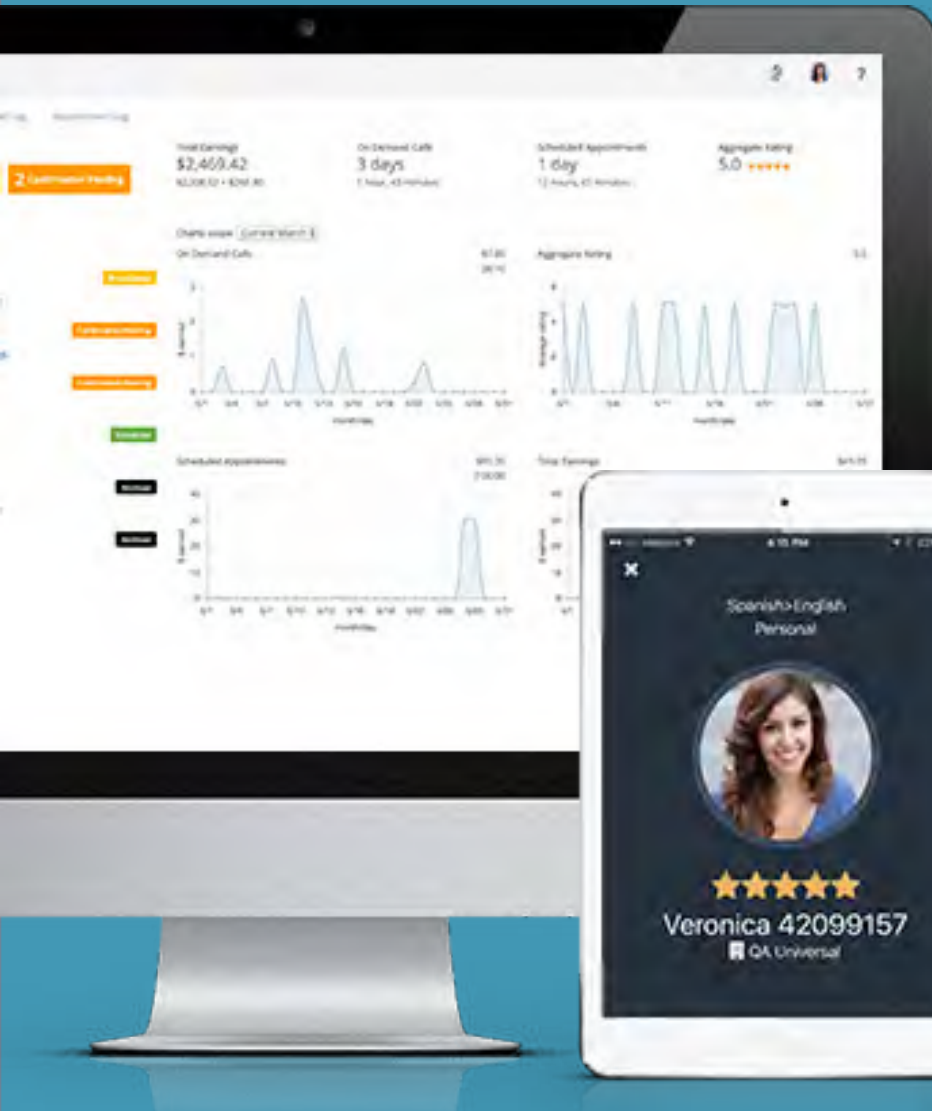
Sign language

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)



iPhones, Smartphones



iPads, Tablets, Hybrid Devices Lingolet



CHROMEBOOKS, LAPTOPS, DESKTOP PC
Videocast to Television Monitors

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