

Video Remote Interpreting Services

On-Demand or Prescheduled



VRI is the best solution any time it is not practical to have a qualified in-person interpreter present. At iTi, we are particularly proud of our lightning-fast response time. While our competitors measure their response time in minutes, we measure ours in seconds.

Quality you can trust that is fast, easy, and reliable.

iTi's VRI solution is provided via a secure and encrypted platform that is simple to use. When you select the desired language, you will be connected to a live interpreter, typically within less than thirty seconds. For less common languages, you may first speak with a live operator or coordinator who will then complete the connection.

We are ISO 9001:2015 and ASTM-F3130 certified



Benefits:

When our clients are asked what they like best about VRI, the answer is often “convenience.” While this is the obvious answer, there are a few more advantages to consider.

- ✓ **Visual Communication.** VRI allows both the interpreter and the clients to see one another. The ability to evaluate visual cues like body language, posture and facial expressions greatly improves understanding. And, of course, the use of American Sign Language (ASL) requires that the deaf or hard-of-hearing party and the interpreter be visible.
- ✓ **Efficiency.** Having an interpreter available in under 30 seconds naturally increases efficiency. One iTi client logged 3,500 minutes of consultations in a 10-day span when they first deployed the solution.
- ✓ **Availability.** iTi's VRI is available 24/7/365 in our most requested languages, including ASL. This makes VRI a recognized accommodation as defined by the Americans with Disabilities Act (ADA).
- ✓ **Accessibility.** In the case of rare languages, or those for which demand can be greater than the supply of qualified interpreters, the option to connect remotely greatly increases the number of interpreters available. Physical distance is no barrier with VRI.



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Uses:

Here are some ways our clients use iTi's video remote interpreting services.

- ✓ **Contact Center.** Connecting you to a language expert, including ASL in real time (integrations available).
- ✓ **Virtual Conferences.** Connecting with your employees or clients remotely has become increasingly popular, and interpreters can attend via streaming conference platforms such as Zoom, WebEx, Teams, etc.
- ✓ **In-Person Meetings.** If anyone in your meeting has limited English proficiency or is deaf/hard-of-hearing, a qualified interpreter can join you via a computer, tablet or smart phone.
- ✓ **Public Events.** Video remote interpreting for ASL is especially popular to assist deaf and hard-of hearing attendees at events ranging from graduations to concerts. ASL interpreters can be projected live on-screen alongside the speakers or performers.
- ✓ **Urgent Scenarios.** When an interpreter is needed quickly, VRI can be accessed on any device with a video interface within seconds.

Security and Confidentiality:

It's important to work with a virtual remote interpreting supplier who has measures in place to ensure your information is protected. iTi's VRI service uses end-to-end encryption, which makes it safe even on public Wi-Fi. Additionally, our VRI security measures include password protection, a virtual waiting room, link expiration and more.

Equipment Needed:

No special equipment is required for VRI, which means no extra cost. Any internet-connected device with a camera, microphone and video display will work. Computers, smart phones and tablets are all viable for VRI.

