

Real Requirements by Real Customers

MITON Systems are purely a technology company - we have not designed the InterpreterLine platform by making assumptions about what the market needs, instead we have worked very closely with real customers, listening hard to their requirements and implemented them.

The InterpreterLine platform continues to evolve in line with new technologies and changing customer requirements, resulting in a feature rich environment. Not all LSP's will want to use all of the incorporated features, but for example, the ability for the system to connect calls to interpreters on land-lines (for security sensitive jobs) or to DBS certified interpreters, amongst others, can be key for LSP's to win new contracts.

Business Benefits

- Increased efficiency, no big investment in technology or your own technical resources
- Telephone interpreting that can operate 24x7
- Rapid connectivity of clients to interpreters and/or third parties
- Client and interpreter apps (Apple & Android) quicken and simplify the service
- Detailed accurate reporting provides differentiation in the marketplace
- No additional telephone lines or telephony infrastructure required
- Call statistics analysis reports, include interpreter answer times and interpreter availability
- Highly resilient and secure platform
- Low administration costs
- No additional equipment on-site
- GDPR compliant controls in place
- Minimal internal administration but with full control over the service you provide
- Operate and maintain your business from anywhere there is internet capability

A FRESH APPROACH TO THE APPLICATION OF
INTELLIGENT TECHNOLOGIES TO TELEPHONE INTERPRETING
CONTACT US AND TAKE ADVANTAGE OF OUR FREE TRIAL DEMO PARTITION

SECURE ONLINE
TELEPHONE INTERPRETING
PLATFORM

FOR LANGUAGE SERVICE PROVIDERS
AND TRANSLATION AGENCIES

Your clients will love it!

Take Advantage of New Intelligent Technologies

Using a high-tech secure online platform, gives access to technology, through a technology service provider, that you wouldn't install and maintain in your own office or home. This type of platform has a closely coupled relationship between telephone calls, both incoming and outgoing, and a highly intelligent computer and data processing system providing a tremendous advantage for the telephone interpreting market.

No additional in-house technical resources are needed, nor an in-depth understanding of the technology - the back end technology is transparent to the LSP, meaning that the platform is very easy to use, and the screens the LSP is presented with are intuitive to use, whilst taking advantage of the underlying hidden technology.

These new technologies might allow language service providers to compete and expand their services more easily and efficiently than when they had to use low-tech and outdated manual systems. LSP's that previously used outside services to fulfil their small number of telephone interpreting requests from clients, or that are using manual systems, could consider offering their own telephone interpreting service and deal with higher volumes. LSP's that have only provided face-to-face and/or written translations in the past, can consider using these new technologies to easily help them offer a, new for them, telephone interpreting service.

Minimal internal administration;
full control over the service provided

- 24/7 automated telephone interpreting
- Rapid connectivity of clients to interpreters and/or third parties
- Unlimited participants in a call
- Mobile apps enable quick and simple connection for your clients and interpreters
- Reduces internal administrative overheads providing cost savings
- Flexible client billing options and billing reports, to the second
- Call statistics and response analysis, enabling efficiencies to be identified
- No special equipment needed for the LSP, clients or interpreters
- Easy to get started with low investment

Platform processes millions of minutes per year, trouble free - a reliable technology

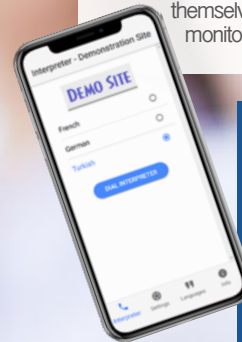
What InterpreterLine Does

InterpreterLine provides a technology platform that allows language service providers (LSP's) to manage and operate an efficient and competitive telephone interpreting service. The platform quickly connects LSP's clients with that LSP's interpreters. Mobile (Apple and Android) apps for both clients and interpreters, add increased efficiency. Calls can be operator attended or un-attended and a 24x7 service can be operated if desired.

InterpreterLine has flexible client billing options, and per second automation of calls and billing. Built in statistics reporting allows for easy performance monitoring.

How InterpreterLine Works

All screens and interfaces that enable monitoring and control by the LSP are accessible via a web browser. Perfect for the current trend towards flexible working. The 'Operator Control Screen' screen is optional to the operation of the system but is a useful tool for the LSP at the beginning of their relationship with MITON's platform. For fast and easy access, the LSP's client can download our 'app' to their mobile or tablet, register via the app on the InterpreterLine platform, and then is able to make calls using the app, selecting their preferred interpreter without the need to enter a pin code, simplifying the process of connecting to an interpreter. Interpreters can easily make themselves available and unavailable for calls, as well as monitor their monthly activity with the interpreter 'app'.



Quick Start

Once an LSP has decided to use the InterpreterLine platform, MITON prepares their company branded, secure private partition. MITON can help to import client and interpreter information, significantly reducing platform set up. It takes approximately one week to complete set up, at which point the LSP can test the platform with a willing client, to enable internal familiarisation, before gradually onboarding all of their clients to the platform. Training is provided.

Client and Interpreter Apps

Our iLClient app, makes it easy for your clients - they can connect to an interpreter at the click of a button. iLInterpreter app, enables your interpreters to be more responsive.



Ask about our free trial demo partition