



Let's Solve



A Larsen & Toubro
Group Company



Case Study

Multi-channel Digital Communication Solution for Hearing-Impaired Community

LTI helped the client build a unique solution that allows hearing-impaired individuals to communicate with interpreters and voice users.



Challenges

The client is a VRS / VRI service company that provides online interpreting services for the hearing-impaired community. It is the first of its kind organization to offer a Community Directory that allows hearing-impaired individuals to call the businesses and public sector organizations for free.

The client was looking for a multi-channel solution that could support both web and mobile devices through which the hearing-impaired customers could easily communicate with voice users as per their need.

The client's existing solution was near to end of its lifecycle and there was a need for a seamless transition of existing users onto a new solution that can support integration with tools like MS Teams and Zoom for better interpretation.

The client was looking for a solution that could easily manage video and audio calls between the hearing-impaired / HoH users, interpreters, and the voice users.



LTI Solution

LTI built an end-to-end solution that manages conference calls (video relay services and video remote interpreting) between the voice users, interpreters, and the HoH users. Using this solution, the hearing-impaired users can immediately communicate either face-to-face or by telephone without the need to pre-book an interpreter.

HoH individuals can connect with companies for meetings and communicating with hearing colleagues at work, and businesses can improve their communication with HoH employees, take calls from HoH customers and facilitate appointments instantly.

The solution consists of the following key components -



Interpreter Web App

Web application for interpreters to manage and respond to calls from HoH users and voice callers.



Admin Portal

For managing users, interpreters, credit plans and credit groups, usage reports, etc.



User Web App and Mobile Apps (iOS and Android)

Web application for interpreters to manage and respond to calls from HoH users and voice callers.



Business Benefits



Successful migration of more than 10,000 customers from the old system to the new system.



New improved UI and enhanced call quality leading to increase in customer base.



Ease of billing with the new product implementation.



Reduction in cost and efforts with the newer architecture design and automation of business processes.



LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 435 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unparalleled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 36,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Follow us at [@LTI_Global](https://twitter.com/LTI_Global)

info@Intinfotech.com

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