

Video-interpreting service for sign language and foreign languages

Italy – VEASYT srl

SUMMARY OF PROJECT

VEASYT Live! is the first online video-interpreting service in Italy that can be used via the web through computers, tablets, and smartphones. The service was created in 2013 with the goal of allowing public institutions to communicate professionally with deaf people who are not able to have an interpreter by their side. VEASYT Live! has extended its services by offering a language video-interpretation feature, which has attracted the interest of businesses and organizations that need to communicate in a foreign language. With one click, this translation service is currently available in 15 languages and in Italian sign language

QUOTE:

“We help people to communicate in a better way, to build a better world.”

—Mr. Enrico Capiozzo, Head of Project

FACTS & FIGURES

- VEASY Live! completed the alpha test period in late spring 2015, and at present there are 350 subscribers using the service.
- The service has been used by 30 deaf peoples in six hospitals in the Veneto and Emilia Romagna regions, and there are 1–2 additional requests per day.
- The service was demonstrated during a convention at the Italian Parliament focused on inclusive technologies.

PROBLEMS TARGETED

The Italian deaf community continues to collaborate with VEASYT on such operational activities as improving the platform and the study of more and new features to be implemented. This collaboration has been crucial to the first stages of development, which included service only in Italian sign language and was later expanded to include other spoken languages. The support of Italian deaf sign language teachers and university professors has also been very important in developing the project, as well as the contribution of deaf collaborators who tested the service during construction of the platform.

SOLUTION & METHODOLOGY

VEASYT Live! is a service developed by VEASYT srl, a spinoff of Ca' Foscari University of Venice. The university offers classes in some 40 languages and is the only university in Italy to provide a complete (five-year) training in Italian sign language. As a university spin-off, VEASYT develops digital services to break down communication barriers and foster accessibility. VEASYT Live! has been developed following an intensive analysis of client needs in the linguistic field. A pilot project phase was tested at a hospital in the province of Treviso; and thanks to this partnership of the university and hospital, the VEASYT staff had the opportunity to enhance and test the service, making it ready to market in spring 2015.

OUTLOOK & TRANSFERABILITY

Whereas it began with the purpose of supporting public entities to communicate with deaf or foreign people in an advanced way, it will soon be available to companies to help them to communicate with their partners, customers, or employees (deaf or foreign). As a next step, the platform will include a special feature to use it during small and medium-sized conventions where people from different countries will be attending, without the necessity of an onsite interpreter.

Photo: Yes

Life story: Yes

CONTACT

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