



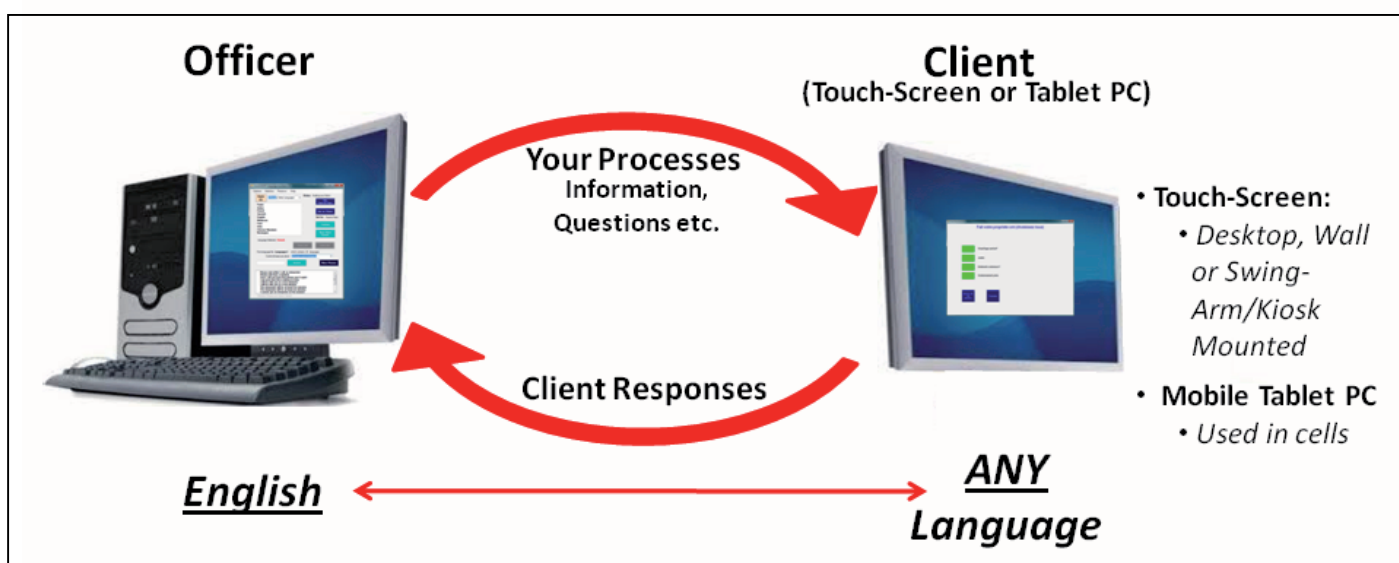
Language Assistant (LA) for Custody

What is Language Assistant?

Language Assistant (LA) is a suite of software applications that take **your own** processes and lets you deliver these electronically and interactively **in any languages that you need**, on either a desk-top PC or mobile tablet. Your processes can be as simple or complex as required and can include *British Sign Language* and *video* content.

LA automatically identifies a particular individual's language and delivers **your processes** to them **in their own language**, reporting and logging all of their responses at every step, in English.

Custody officer interacts entirely in English – detainee interacts entirely in their own language.



Give Me an Example

Let's say you're booking someone into a Custody Suite. This will usually involve following a set of processes, delivering information and/or asking information-gathering questions, such as:

- ✚ Statements ("You have been arrested on suspicion of supplying a Class-A drug.")
- ✚ Yes/no questions ("Do you have any identification documents?")
- ✚ Multiple-choice questions ("What is your status [UK Citizen? Foreign National? Asylum Applicant? Visitor?]")
- ✚ Multiple-choice selections ("Do you have any medical conditions? Tick all that apply.") and
- ✚ Data-collections ("Please give your age" or "Type your name in your language.")

Your client/suspect sees this content in their own language. Your staff see the content - *and* the person's responses - in English. This applies to *any* content or business process.

What Are The Benefits?

The five major benefits are cost, efficiency, process improvement, client focus and audit-trail:

- Massive Cost Reduction** – 80-90% less expensive than using interpreters; better use of staff time.
- Efficiency** – Immediately available; see responses immediately in English; flexible; automated; easy to use.
- Process improvement** – captures best-practice; improves consistency.
- Client-Focus** – people are interacted with immediately, in their own language, calming stress and anxiety.
- Audit Trail** – automatically records information given and responses received, plus custody officer's ad-hoc notes.

Language Assistant (LA) for Custody**Language Assistant (LA) | Multi-Lingual Custody Management**

Delivering front-line police services becomes even more difficult, time-consuming and expensive when it involves foreign languages (especially with manual processes).

UK forces are now able to automate the multi-lingual delivery of many face-to-face public interactions – including **Custody Suite Management** - using **Language Assistant** - a technology solution that takes *your* processes and then automates their delivery - *in any language* (including English).



- ✚ The graphic shows **LA** configured for use in a **Custody Suite** at a desk-based location
- ✚ This shows top-level tasks within your **Custody Suite Management** process:
 - Booking in
 - Managing whilst held
 - Release
- ✚ The system can be used either simply to automate these processes with English speakers or to identify a person's language and then deliver processes *in that language*
- ✚ **LA** does *not* prescribe the processes that it delivers – you are in complete control of every process and how it is delivered at every step
- ✚ **LA** logs all conversations automatically, for future reference. Logs can include officer comments and any other useful information (e.g. names, reference numbers, crime numbers etc.)

Developed in collaboration with UK Police Forces, **Language Assistant's** key benefits are:

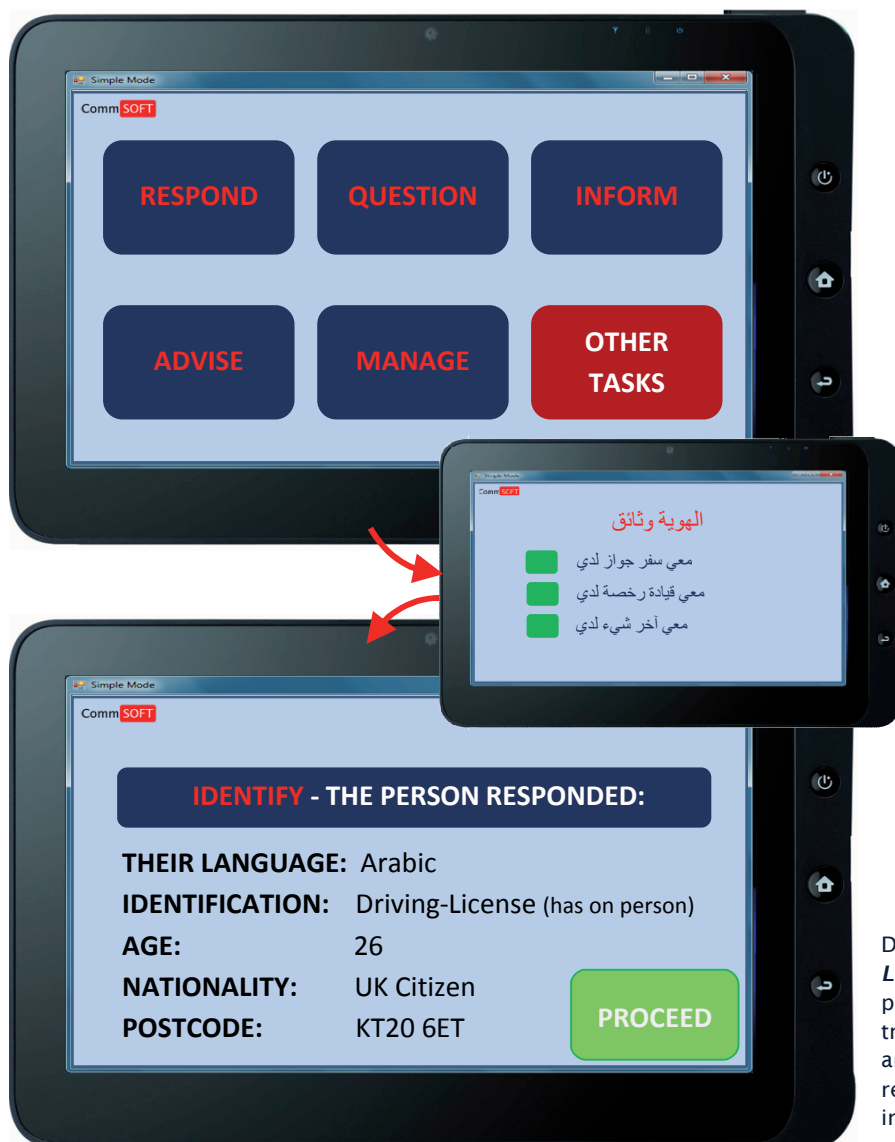
- ✚ **Cost** | Reduces or removes the need for interpreters | "**Translate-once-use-repeatedly**" model - *don't* 'translate' (interpret) every time | Conversations consume less staff time - typically c.50%+ time-reduction
- ✚ **Efficiency** | **LA** is always **immediately** available | No calling/waiting for interpreters | Staff see customers' responses immediately, in English | You control your processes and can modify them easily
- ✚ **Process** | Standardised | Captures best-practice | Personalised | Aligned to your requirements
- ✚ **Ease of Use** | **LA** can be configured to prioritise key processes to make its use straightforward | This also minimises both deployment and ongoing front-line training needs
- ✚ **Audit Trail**: automatically records information given and responses received, plus custody officer's ad-hoc notes

Language Assistant (LA) for Custody - Mobile

Language Assistant (LA) | Mobile for Custody

Delivering front-line police services becomes even more difficult, time-consuming and expensive when it involves foreign languages and is even more challenging in mobile situations – such as communicating inside a custody cell.

UK forces are now able to automate the multi-lingual delivery of many face-to-face mobile public interactions using **Language Assistant Mobile** - a technology solution that takes **your** processes and then automates their delivery - *in any language* (including English) in mobile situations.



- ✦ The graphic shows **LA Mobile** configured for use in **custody cells**
- ✦ This shows top-level tasks for mobile scenarios, such as (you may choose others):
 - RESPOND – to queries
 - QUESTION - ask
 - INFORM – deliver information
 - ADVISE – of events etc.
 - MANAGE – day-to-day e.g. medical
 - OTHER – any required process
- ✦ The system can identify a person's language and then deliver processes *in that language*, whilst reporting responses in English
- ✦ **LA does not** prescribe the processes that it delivers – you are in complete control of every process and how it is delivered at every step
- ✦ **LA logs** all conversations automatically, for future reference. Logs can include officer comments and any other useful information (e.g. names, reference numbers, crime numbers etc.)

Developed specifically for UK Police Forces, all **Language Assistant** products use certified professional translations (*not* computer translations, which are notoriously unreliable and inaccurate). Translations are then used repeatedly to deliver your processes to each individual concerned.

This means that translating/interpreting is done *only once* and is then delivered automatically, whenever and wherever required, using **Language Assistant**. This is why **Language Assistant** can deliver processes much less expensively than by using interpreters *each and every time a new detainee arrives*.

Language Assistant operates either in a desk-top environment (e.g. your custody-suite front-counter) or on a mobile tablet which can be taken wherever required (e.g. into custody cells).

For more information, or to arrange a demo: please email info@com-sof.com or call Michael Bursill on +44 20 3287 5582.