



Your work is  
complex enough.  
*Communication  
shouldn't be.*



RELIABLE LANGUAGE SUPPORT FOR HEALTHCARE, SOCIAL  
SERVICES, AND REFUGEE PROTECTION.

Co-designed with frontline workers. Trusted by public institutions across France.

Passerelle supports simple, everyday conversations when an interpreter isn't immediately required.

It helps with:

- basic questions
- quick checks
- preparing for sensitive discussions

### **Why not Google or generic AI?**

Passerelle is built for public service work:

- secure, EU-based, no data recorded
- adapted to most commonly spoken migrant languages
- detects when human support is needed

AI translation is helpful — but never perfect.

Passerelle uses it carefully and connects you to an ISM interpreter the moment a conversation becomes sensitive or unclear.

**available in 20 languages with 10 more coming**

# **WELCOME**

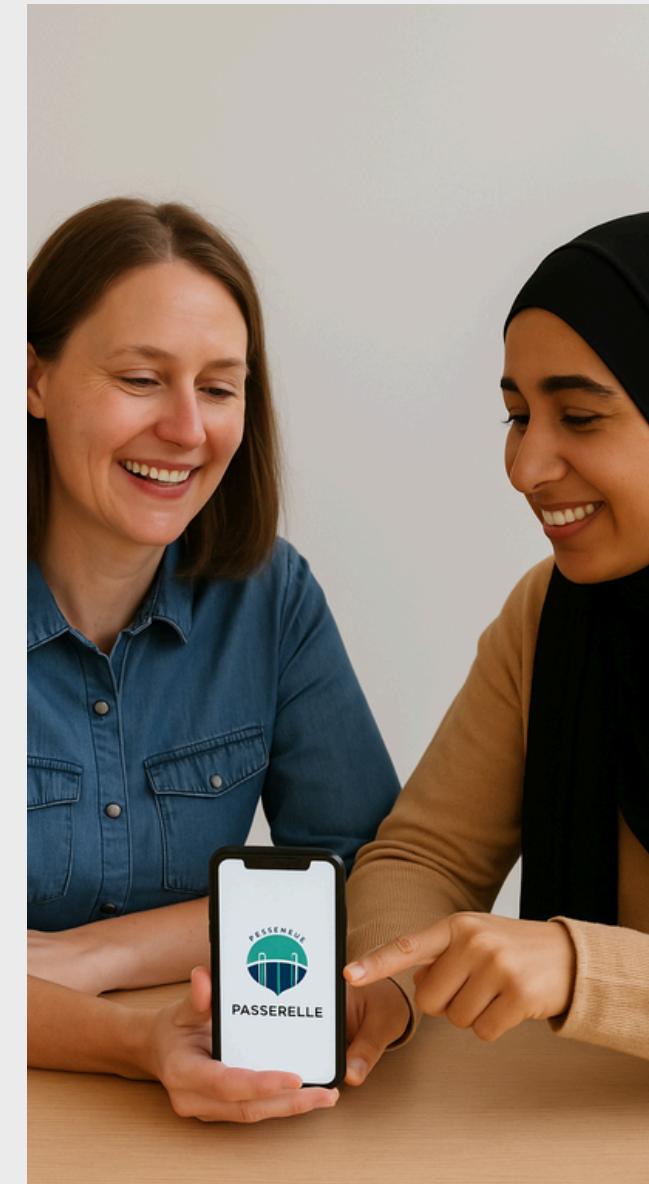


# WHY PASSERELLE HELPS YOUR WORK

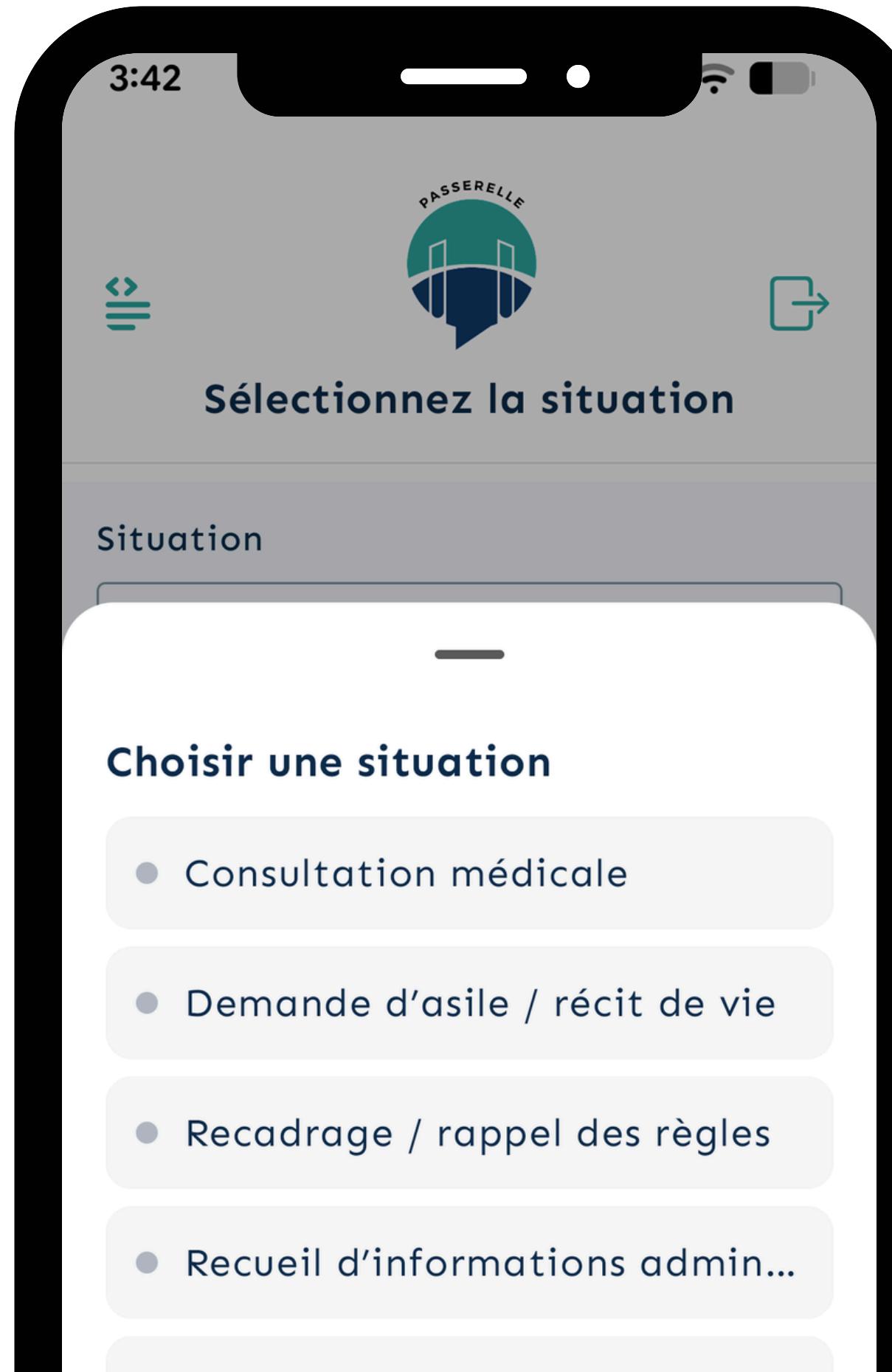
## Designed for your daily reality

Passerelle handles simple conversations without waiting for an interpreter.

For anything sensitive or complex, it connects you directly to a trained ISM professional.



- 01 **Faster for simple tasks**  
Quick checks, short questions, and routine exchanges stop blocking your workflow.
- 02 **Safer for sensitive moments**  
Passerelle detects when the conversation becomes emotional or risky and brings in a professional interpreter.
- 03 **Better than generic AI**  
Purpose-built for public service work, secure, confidential, and adapted to ISM's real language needs.



# ADAPTS TO REAL-WORLD CONTEXTS

ADAPTS TO THE REALITY OF YOUR WORK

01

## **Different situations, different needs**

Medical, social, legal, or administrative contexts trigger the right communication flow automatically.

02

## **Simple tasks use AI. Sensitive ones use humans.**

Routine questions use AI. Sensitive situations get human interpreters.

03

## **Reduces errors in complex cases**

Critical moments - diagnoses, trauma discussions - always involve a human interpreter.

# CLEAR AND ACCESSIBLE CONSENT

Information people can understand and trust

## Full transparency

People understand the tool's functions, limitations, and information handling.

## Accessible for All

Consent is spoken aloud in their language, including for those with low literacy.

## Strict EU data protection

No recordings. No export of data. Everything stays in a secure, GDPR-compliant framework.



# KEEPS SENSITIVE SITUATIONS SAFE

Passerelle detects warning signs such as critical words related to pain or distress, long pauses, and repeated confusion. Key features include:

- **Detecting warning signs:** Alerts triggered by words linked to trauma or risk.
- **Noticing silence and confusion:** Extended pauses indicate AI is inappropriate.
- **Immediate connection to an interpreter:** Sensitive conversations are managed by trained professionals.



# MAKES YOUR WORKFLOW SMOOTHER

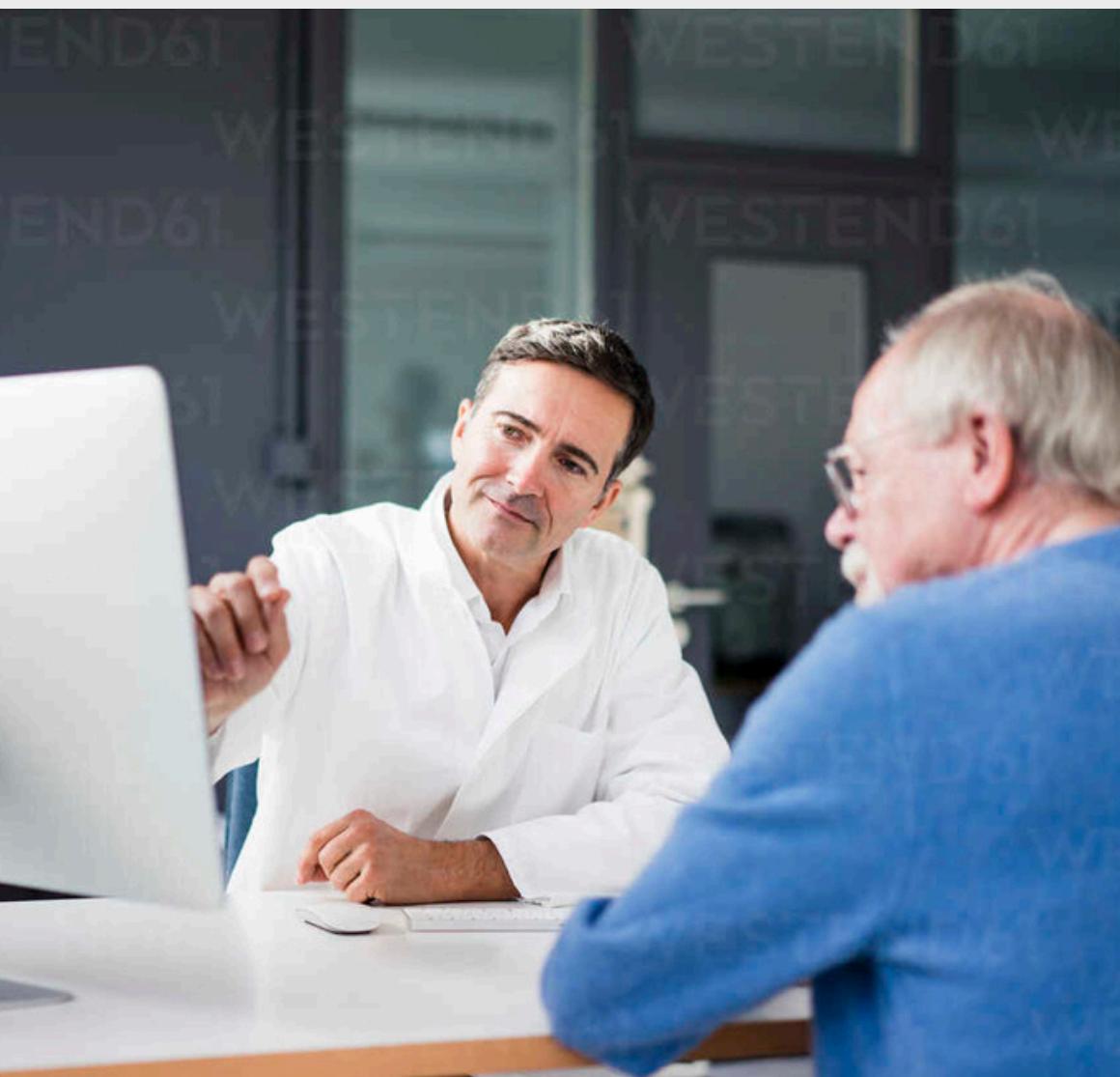
Work smarter, not harder

## 01 Reduces waiting time

Basic communication becomes immediate — no more delays for small questions.

## 02 Supports triage

Quickly understand needs before calling an interpreter.



## 03 Improves continuity of care

You stay in control and can switch to a human interpreter at any moment.

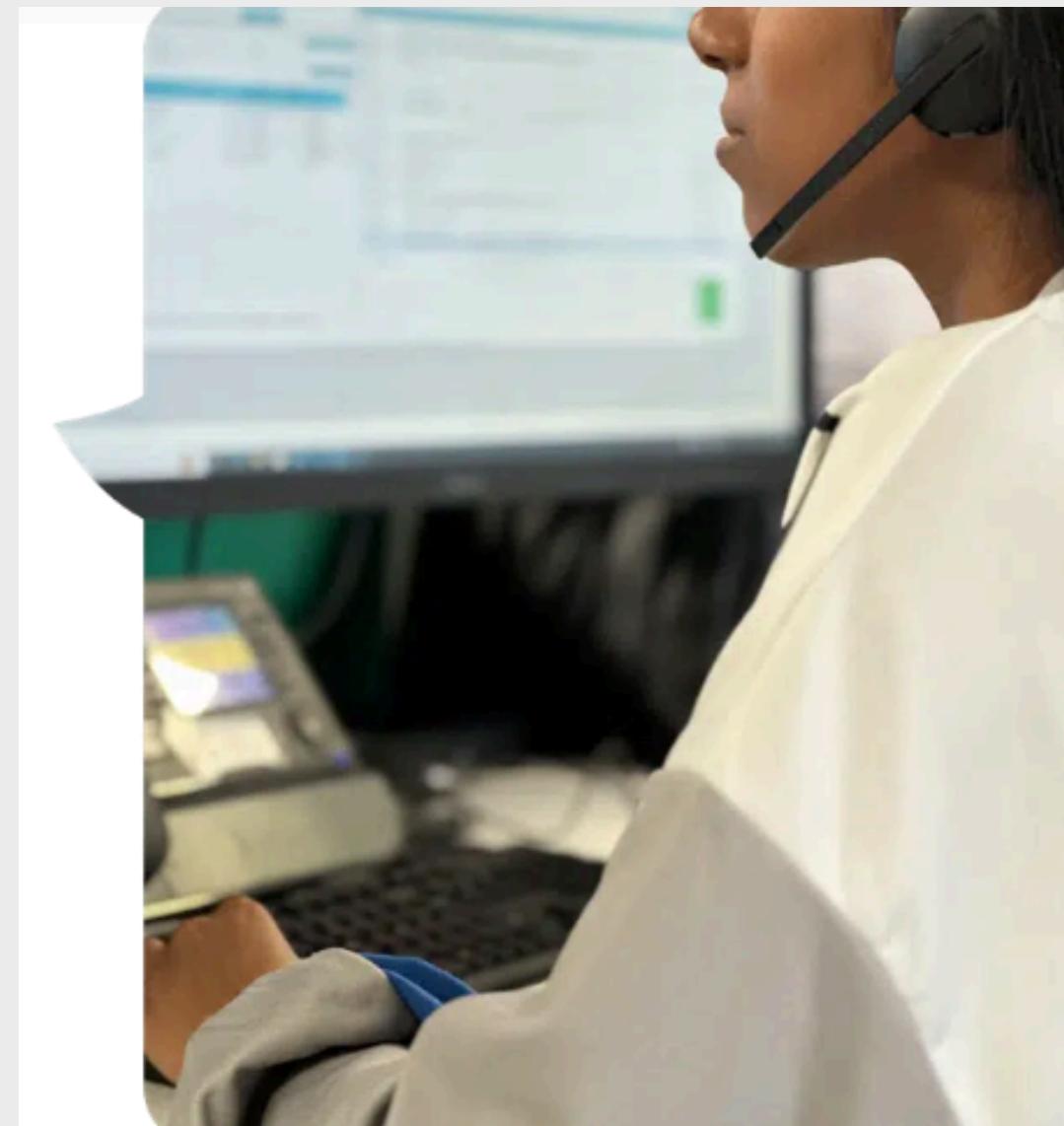
## 04 Works in mobile and emergency settings

Ideal for teams in the field, at home visits, or in crisis response.

# HUMAN INTERPRETERS AT THE CENTER

AI SUPPORTS. HUMANS  
LEAD.

Interpreters remain central to Passerelle's approach. The tool manages straightforward moments so professionals can focus on what requires expertise. It creates a smoother workflow while ensuring that important conversations stay human-led.



**Interpreters remain the core of the service**

**01**

Passerelle reinforces — not replaces — ISM's professional interpreters.

**AI handles the small things**

**02**

Only for simple, low-risk exchanges.

**Humans handle everything that matters**

**03**

Health, trauma, safety, protection, legal issues — always handled by an interpreter.

# SECURITY & DIGITAL SOVEREIGNTY

## BUILT FOR PUBLIC INSTITUTIONS

Our app keeps you informed about upcoming scenic viewpoints, rest areas, and photo-worthy detours. Get notified in real-time so you can fully enjoy the journey.

- 01 100% European infrastructure**  
No servers outside the EU.
- 02 No voice or text stored**  
Conversations are never saved.
- 03 Complies with French and EU norms**  
Designed to meet strict public-service requirements.
- 04 No external AI APIs**  
No data sent to Big Tech tools like Google or OpenAI during live use.





**Understand better, support better.  
Activate Passerelle for your team.**

