



**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.

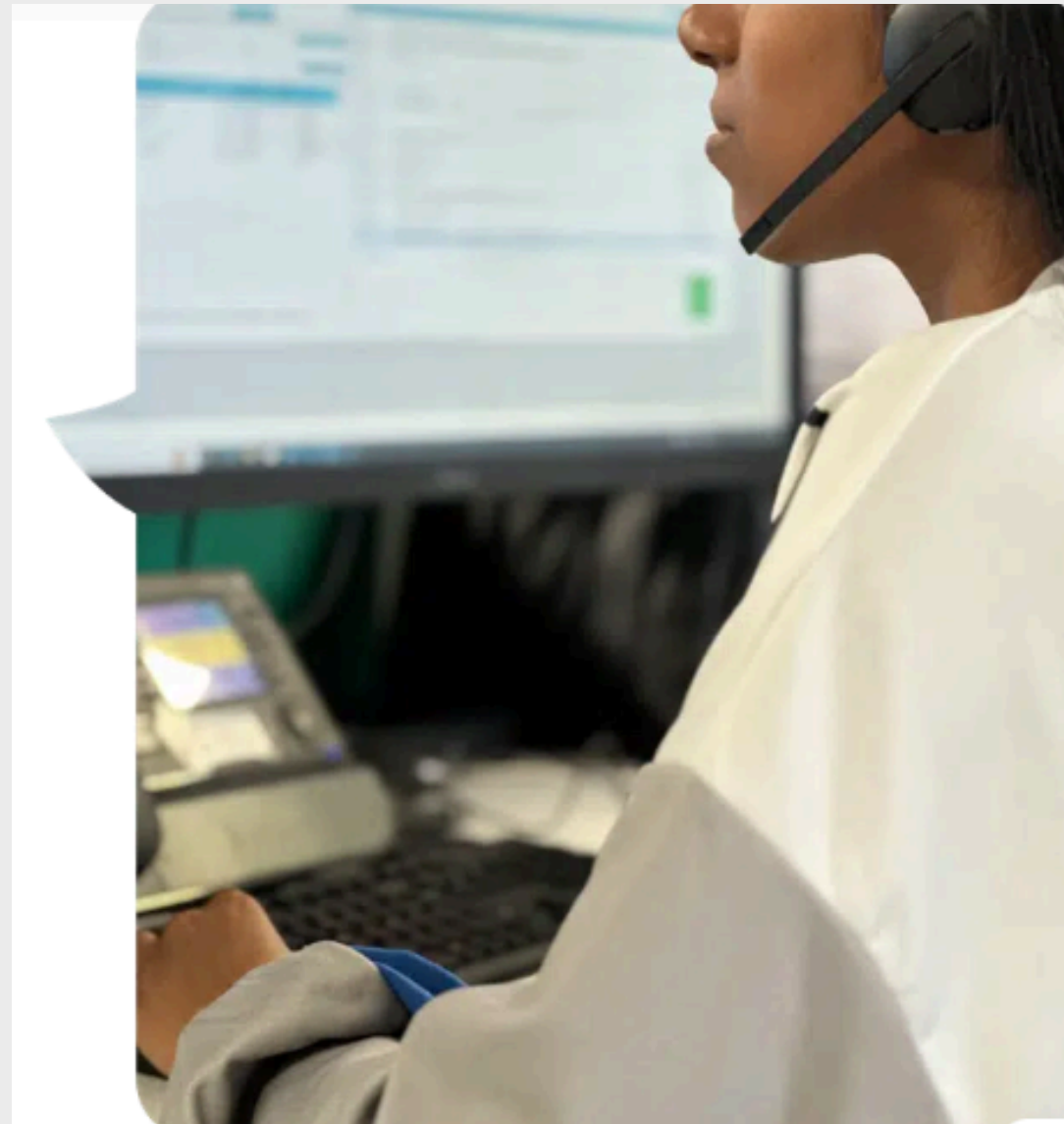
04 Works in mobile and emergency settings

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.**

