

TÚLKA

Túlka, the world's fastest interpretation app, relies on the Vonage Communications Platform to connect users with interpretation services on demand, 24/7.

Disrupting
interpretation
market

Connecting users
via video or voice
within 8 seconds

1000 interpretations
a day



TÚLKA

How Túlka Disrupts the Interpretation Space with Vonage APIs

When it comes to interpretation, connection is everything. So when the team at **Túlka** was building their unique on-demand interpretation application, they needed an **API platform** that could provide high-quality, reliable and seamless connections.

"At Túlka, we believe everyone has a right to be heard and understood and when people understand each other, it's possible to build a better world for all, together," said Ari Mäkelä, Chief Digital Officer, Túlka. "We designed the Túlka application so that it is simple to use and available to everyone - and can break down language barriers in seconds. The Vonage Communications Platform provides a solid foundation for us to build upon as we continue to evolve and disrupt the interpretation market."

With the interpretation market ripe for disruption and innovation, the Túlka team saw a need for a more modern approach. Today, the on-demand Túlka interpretation app is available 24/7 and facilitates roughly 1,000 interactions every day, powered by the Vonage **Video**, **Voice**, and **SMS APIs**.

"We started using the Vonage Video API within our platform, but it became clear that our customers wanted the option to connect via voice as well. Thanks to the comprehensive Vonage Communications Platform, we were able to work with one provider to offer video, voice, and SMS capabilities to our customers, as well as advanced reporting data for our internal systems."

- Ari Mäkelä
Chief Digital Officer | Túlka

Communication and Connection When it Matters Most

Túlka empowers customers - including public sector and government entities like schools, hospitals and social services - to communicate and connect when it matters most. Users can leverage pre-booked interpretation services, confirmed and communicated through SMS, or select the on demand service when the need is immediate. When a doctor cannot understand their patient, or school administrators cannot communicate with parents or students, interpretation can be a life saving service - and with Túlka and Vonage a connection can be made within eight seconds through either video or voice call.

Growing with the Vonage Platform

Túlka has grown to become the largest interpretation provider in Finland in just five years, and the team there has built the world's fastest interpretation platform - and it continues to evolve through a culture of innovation. The Túlka team needs a communications technology provider that is agile, scalable and able to meet their needs as the service expands.

"As we were building our application to meet customer demand, it was clear that if we found a good partner we would be able to grow our service with them - and Vonage was the right partner for us," said Mäkelä. "With Vonage, we found a really good match not only with the technology and breadth of APIs available, but with our company strategies and values as well. It has been a great experience working with the people at Vonage."



Vonage, a global cloud communications leader, helps businesses accelerate digital transformation. Vonage's Communications Platform enables integration of APIs into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and empower companies to transform how they communicate and operate.