

Service provider for accessible phone calls

Acceo offers telephone services to enable conversations between persons with hearing impairments and hearing persons. Registered companies can provide a new dimension in customer service by enabling communication with the hearing impaired.

«We created a service dedicated to performance which is of benefit both for companies and for people – a new ecosystem like a virtuous circle.» (Herve ALLART)

consistent customer support in any business. Persons with hearing impairments may struggle when it comes to telecommunications.

ACCEO

Organisation:	Delta Process
Country/region of origin:	France
Beneficiaries targeted:	Persons with hearing impairments
Approach/model/solution:	Service operator, video calls, intermediary service

PROJECT

Acceo offers services to enable phone conversations between persons with hearing impairments and a hearing person. Via a simple internet connection, real-time video interpretation in Sign Language and Instant Transcript Word can be offered. The operator acts as an intermediary and translates the written words or the sign language into spoken language to enable accessible communication.

CURRENT SITUATION & OUTLOOK

Since 2011 Acceo enables free access to telephone calls for every individual with hearing impairments - regardless of their mode of communication. The service is free of charge for the user; the companies offering this service to their clients cover the cost. Companies and shops register for the service which is then promoted and offered to their customers. Only registered organisations and shops are included in the service portfolio. Acceo leads to a new dimension in customer relations.

FACTS & FIGURES

- Used by more than 400 employees since 2007
- 150 institutions currently use the service
- Grew from 20 to 75 employees in 5 years
- Laureate Trophies of Social Entrepreneurship by La Tribune (2011)
- Medal of Honour of Health and Social Affairs awarded to Hervé Allart (2012)
- Lyonnaise des Eaux Laureate of Trophies - CSR challenges due to Acceo services (2013)

PROBLEMS TARGETED

Multiple methods of communication are critical to providing



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EXPERT VOTING Top marks from:
• NGO voters

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