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Vyopta Enables Automated Workflows for ASL Translation Video Contact Center Services

Vyopta's vAdapt Suite connects ASL interpreters from The Betty and Leonard Deaf Action Center with patients at healthcare facilities - anywhere, anytime.

AUSTIN, Texas – December 15, 2010. Vyopta, a software developer of applications that transform business models using Cisco TelePresence technology, today announced that its vAdapt Suite is deployed at The Betty and Leonard Phillips Deaf Action Center of Louisiana (DAC). The Vyopta vAdapt solution automates and manages the workflow necessary to connect deaf and hard-of-hearing patients with remote American Sign Language (ASL) interpreters. The vAdapt Suite eliminates the need for multiple telephony calls to find, schedule and connect an ASL interpreter, who may be located anywhere in the United States. The Vyopta solution helps the DAC scale its business quicker and cost-effectively while maximizing the utilization of its ASL interpreters to meet growing customer demand. The vAdapt Suite also supports tracking of interpreters utilized and their respective service times by customer for accurate billing.

The vAdapt Suite integrates seamlessly with the Cisco TelePresence platform acquired by the DAC and implemented by SKC Communications, a full-service communications technology integrator.

“This new Vyopta/Cisco solution allows us to provide a higher-quality service to our clients,” said David W. Hylan Jr., DAC’s Executive Director. “We can provide our clients the ability to connect quickly to an ASL interpreter using HD video. The Vyopta product also enables accurate billing and reimbursement for interpreter services.”

“We’re proud to work with the DAC in advancing its capabilities for delivery of ASL interpretation services to deaf and hard of hearing patients throughout the continuum of healthcare,” said Alfredo Ramirez, President and CEO of Vyopta. “The vAdapt Suite helps healthcare service providers conform to accessibility requirements in the Americans with Disabilities Act (ADA).”

About Vyopta

Vyopta develops powerful software applications that integrate TelePresence video into mission critical processes. Vyopta’s solutions help clients – from Fortune 500 to small businesses – transform current business models for more efficient and effective performance in areas such as high-touch customer sales, services and telehealth. For more information on Vyopta, visit www.vyopta.com.

About SKC Communications

Founded in 1986 as a Plantronics headset distributor, SKC has grown to become a full-service communications technology integrator, offering solutions in headsets, voice, videoconferencing and audio/visual integration. SKC provides technology solutions that enable its clients to better collaborate, communicate and connect with their key stakeholders - any time and any place. SKC focuses on ensuring you have the right communications technology to achieve your business goals now and in the future. For more information on SKC, visit www.skccom.com.



Simplify. Adapt. Optimize.

About The Betty and Leonard Phillips Deaf Action Center of Louisiana

The Betty and Leonard Phillips Deaf Action Center is a private non-profit, IRS 501(c)(3), community service organization, serving approximately 18,000 deaf, hard of hearing, multi-handicapped deaf. Established in 1982, the Center provides comprehensive services through one central agency to "bridge the gap" between the hearing and deaf worlds. For information about DAC, visit www.deafactioncenter.org.