

Service Overview

CaptionConnect is a cloud-based, real-time captioning and translation software designed to make spoken communication accessible and inclusive. The service converts live speech into accurate text captions and provides instant translation into over 140 languages and dialects. CaptionConnect supports accessibility, multilingual communication, and information equity across education, public sector, healthcare, justice, corporate, and community environments.

Service Description.

CaptionConnect operates as a fully managed Software-as-a-Service (SaaS) platform accessed through a standard web browser. Users can join captioning sessions directly via a URL or QR code on their own devices, without installing software. Captions and translations are displayed in real time, with transcripts and summaries available immediately after sessions.

Our Differences

CaptionConnect is backed by an Australian owned, global language services provider with over 40 years of experience. With a network of 12,000 interpreters and expertise across 300 languages, our foundation in professional language solutions ensures the highest accuracy and quality in our software

How It Works

Real-Time Captioning

Spoken content is instantly transcribed and displayed on the presenter's and participants' screens. Whether in the classroom, at school assemblies, or during professional development sessions, CaptionConnect captures speech through a microphone and converts it into clear, real-time captions. Our AI-driven technology ensures fast, precise captioning with automatic self-correction, ideal for live lessons, online learning, and multi-speaker discussions.

Live Translation Across 140+ Languages

CaptionConnect facilitates multilingual communication by providing real-time translation into over 140 languages and dialects. Each participant can select their preferred language, ensuring users can access information in a language they understand. This supports inclusivity and engagement across diverse communities and organisations with varied language backgrounds.

Seamless Multi-Device Accessibility

CaptionConnect is browser-based and works on any device, including smartphones, tablets, laptops, and desktop computers, eliminating the need for software downloads. This flexibility allows organisations to deploy the service without additional hardware costs and support seamless communication across in-person, virtual, and hybrid environments.

Transcripts and Audio Files Available Post-Session

At the end of each session, CaptionConnect provides a complete transcript and audio file, allowing organisations to retain accurate records of discussions and events. Transcripts are fully editable, with any changes automatically reflected across all translated versions, ensuring clear and consistent multilingual communication.

Speech Glossary

CaptionConnect's Speech Glossary lets users add custom terms, acronyms, and key phrases to improve transcription accuracy. This feature helps the AI recognise and correctly transcribe specialised language in real-time, ensuring terms specific to subjects or topics are captured accurately. It fine-tunes speech-to-text, reducing manual corrections and improving overall transcription quality.

Summarisation Tool

CaptionConnect's summarisation feature uses AI to generate concise summaries from session transcripts. After a session ends, the feature highlights key points and essential information without manual editing. This helps users quickly understand core content, saving time and reducing the need to review full transcripts, particularly for busy professionals and stakeholders.

Key Features

Feature	Description
Real-Time Speech-to-Text Captioning	Automatically transcribes spoken content with high accuracy in real time, supporting meetings, training sessions, presentations, and live events.
Live Translation in 140+ Languages	Provides instant multilingual translation for participants from diverse linguistic backgrounds, ensuring inclusive and equitable communication.
Two-Way Translation for Conversations	Enables interactive, real-time multilingual communication between participants when human interpreters are not available.
Secure Access to view and edit Transcripts and Audio Files	Ensures strong data protection and compliance with organisational security requirements. Sessions can be recorded, with transcripts available for review, editing, and refinement after each session.
QR Code and Live Link Access	Allows guest participants to join sessions via encrypted QR codes or live links on their own devices, without requiring account creation.
Unlimited Users	No restrictions on the number of users within an organisation, enabling access for all staff, contractors, and stakeholders.
Simultaneous Sessions Across Multiple Locations	Supports multiple concurrent sessions across departments, sites, or locations without additional licensing or usage limits.
Virtual Meeting Integration	Seamlessly integrates with platforms such as Zoom, Microsoft Teams, and Google Meet for hybrid and remote collaboration.
Customisable Speech Glossary for Accuracy	Allows organisations to define industry-specific terminology, acronyms, and names to improve transcription and translation accuracy.
Screen Overlay (Picture-in-Picture Captions Window)	Provides a movable and resizable captions window for improved accessibility during live sessions.

Enterprise-Grade Security	Built to enterprise security standards, including ISO 27001 and SOC 2 compliance, ensuring robust protection of sensitive data.
Single Sign-On (SSO) Support	Supports SSO using existing organisational identity providers for secure and streamlined access.
Cloud-Based SaaS Platform	A scalable and flexible cloud solution that supports continuous improvement and reliable operation across organisations of any size.
Summarisation Feature	Generates short or detailed summaries from transcripts, enabling quick review of key points from meetings, training, or events.
Local Data hosting options	Supports region-specific data hosting to meet government, regulatory, and data sovereignty requirements.
Multi-Tenanted Databases	Each organisation operates within its own securely isolated environment, preventing cross-organisation data access.
Custom Reporting and Dashboards	Provides administrators with insights into usage, accessibility outcomes, and system performance across teams and departments.
Access Control	Allows administrators to manage permissions for users, folders, sessions, and transcripts to ensure privacy and governance.
Real-Time Text-to-Speech in AI Natural Language	Converts live or translated text into natural-sounding speech in over 100 languages, enabling users to listen to content in real time.

Accessibility

CaptionConnect is designed to meet WCAG 2.2 AA requirements. The interface supports screen readers, keyboard-only navigation, high-contrast modes, text resizing, and mobile accessibility. The platform has been tested with users of assistive technologies including NVDA, JAWS, VoiceOver, and TalkBack.

Security and Data Protection

CaptionConnect is designed with security and data protection embedded across its architecture, development lifecycle, and operational processes.

Platform Security

CaptionConnect is delivered as a secure, multi-tenant SaaS platform hosted on Amazon Web Services (AWS). All data is encrypted in transit using TLS and at rest using industry-standard encryption. Logical tenant separation ensures customer data is isolated and protected from unauthorised access.

Access Control

Access to the platform is governed through role-based access controls (RBAC). Permissions are assigned based on user roles, ensuring users can only access functions and data relevant to their responsibilities. Administrative access is restricted and audited.

Secure Development and Change Management

CaptionConnect follows a Secure Software Development Lifecycle (SSDLC). Changes are managed through DevSecOps practices, including infrastructure-as-code, peer code reviews, automated security testing, and formal approval processes before production deployment.

Vulnerability Management and Monitoring

Continuous security monitoring is provided through a combination of automated tooling and managed detection and response services. Regular vulnerability scanning, dependency analysis, and patch management are conducted to identify and remediate risks promptly. Third-party penetration testing is performed for significant platform changes.

Data Handling and Retention

Data retention periods are configurable by organisation to align with internal policies and regulatory requirements. Transcripts and related data can be downloaded or deleted based on administrative controls. CaptionConnect does not sell or repurpose customer data.

Support and Onboarding

Standard support is included with all subscriptions and provides business-hours email and ticket support, onboarding resources, and platform updates. Enhanced and Premium support options are available, including priority response times and access to a Technical Account Manager.

Trial Availability

CaptionConnect offers a free trial to a limited number of customers at any given time. Trials are provided at CaptionConnect's discretion and are subject to capacity, evaluation scope, and suitability.

Service Constraints

- Internet access required
- Audio quality affects transcription accuracy
- Usage limited by purchased or trial hour allocation

Service Management

CaptionConnect is monitored 24/7 with automated alerts and performance dashboards to ensure availability, scalability, and consistent performance.