



Customer Case Study



Captioning Service Transformed into Nationwide Real-time Provider to the Hearing-Impaired

Quick Caption has provided captioning and transcription services to the hearing impaired in schools, business meetings, conventions, seminars, medical appointments, and other institutions for over 8 years. With the advancement of the Internet and a great need for services helping those with disabilities, Quick Caption saw new opportunities to branch out to those they could not reach before and in new ways. Now, with GatherPlace web conferencing, they can easily reach talented captionists, train them, and provide live, remote captioning to audiences and students all around North America.

Solution Overview

Quick Caption

Customer Profile

Quick Caption provides real-time captioning services, locally and remotely to aid the hearing impaired community.

Business Situation

The company sought to expand its reach and reduce costs, as well as train new talent.

Solution Description

Quick Caption uses GatherPlace to train captionists and enable them to stream live text captions to students during classes, wherever they may be.

Solving the Real-time, Remote Captioning Dilemma

Founded in 2001 by the company's President Antha Ward, Quick Caption began with two on-site captionists serving the needs of the hearing impaired in Southern California. They quickly realized that in order to expand and branch out to other regions and to broaden their captionist team, they would need a means to reach beyond their immediate area. In 2005, they turned to GatherPlace to make this a reality.

"We were able to expand significantly using the remote captioning model," says Dan Bishop, Vice President. "GatherPlace helped us with that, and we were able to go nationwide."

Today, Quick Caption employs 80 captionists all over the country. The company's next plan is to take their services global serving English speaking countries.



Helping small businesses communicate, collaborate and sell

3 Overlook Drive
Amherst, NH 03031
E-mail: info@GatherWorks.com

Customer Case Study

Quick Caption Page 2

The Benefits

Seamless Student Participation

Using GatherPlace technology, students and audience participants with hearing impairment are joined into the live class or meeting effortlessly. It allowed captioning for real-time learning without delay. Audio from the class or meeting is brought to the captionist using VoIP, and GatherPlace web conferencing allows live captioning to be flown onto the screen instantly. The reader stays right in sync with the rest of the event.

Extended Captionist and School Reach

Quick Caption can now reach talented captionists wherever they are. GatherPlace can join a captionist to a class 3,000 miles away. The company does not have to worry about lack of resources when it comes to booking a live caption session. GatherPlace solves the problem.

Common Software = Everyone on the Same Page

"One of the primary driving issues to using web conferencing is our captionists didn't have to have proprietary software," Dan says. "We use a third party text scrolling software, and with GatherPlace, they can all use the same program. It is very easy to just set up and host a session with the software running and let the captionists use it remotely."

With one program to learn and one login to access it, training captionists became effortless, too. Dan adds, "With 80 captionists all over the country, training can be an issue. All I have to do with GatherPlace is show them once, and it is the same each time they use it."

Support Keeps Customers Happy

Dan adds, "GatherPlace Support has been phenomenal. Many times Support has worked with Quick Caption clients directly to help things run smoothly."

Business Management Easy

Quick Caption uses several GatherPlace accounts to manage simultaneous sessions. "As a manager, I can manage all the accounts. I can set up and monitor a meeting, and it provides reports on the status of that meeting," Dan says. GatherPlace lets him keep track of his captionists' sessions and their progress. Bottom line: higher company efficiency.



"As any academic institution can tell you, budget is always the priority. Using GatherPlace has allowed us to provide high quality with low cost services to our clients."

—Dan Bishop,
Quick Caption