LOGISTICS | OVERCOMING LANGUANGE BARRIERS

IVY LIVE TRANSLATION

Real-time independent bidirectional translation of speech packages

SIA AWARD
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SEAMLESS COMMUNICATION FOR MODERN LOGISTICS

In today's globally connected world, clear and instant communication is essential – especially in high-traffic environments like airports, public transport hubs, and logistic checkpoints. That's why Commend's live translation solution is transforming the way intercom systems serve multilingual populations.

By integrating real-time translation into existing Commend intercom infrastructure, we eliminate language barriers at help points, information counters, and access control stations.

Whether assisting travelers at an airport, coordinating transport logistics, or guiding passengers in public transit, our solution ensures that every message is understood – instantly and accurately.
This not only improves the experience for non-native speakers but also empowers control room operators to respond more efficiently and with greater confidence.
The result: smoother operations, faster response times, and a truly inclusive communication experience, wherever Commend is in place.

COMMEND INTERNATIONAL

WHAT IS IVY LIVE TRANSLATION? AND HOW DOES IT WORK?

Ivy Live Translation is a real-time multilingual intercom communication service by Commend that instantly **translates live speech** between two parties, breaking down language barriers at access points. It translates spoken input in real time into the preferred language of each user, supporting multiple languages in both directions.

The driver initiates the call at the barrier or counter intercom by **selecting one of the many available languages**, while the operator in the control room already has their own language set. Both parties simply speak naturally, and the system captures the voice, translates it in real time, and delivers it in the respective target language. The conversation continues seamlessly until the request is resolved – clear, fast, and **without language barriers**.

WHERE EFFICIENCY MEETS PRESSURE

In today's global logistics environment, barriers are more than physical access points – they are critical control hubs. Every truck, delivery vehicle, and service partner that approaches a gate represents a **time-sensitive process**. Delays at the barrier quickly ripple through the entire supply chain. That is why **clear and immediate communication** is essential.

Logistics sites increasingly operate across borders. Drivers arrive **speaking different languages**, often under time pressure and strict delivery windows. Misunderstandings at the gate can lead to incorrect loading bays, safety violations, or rejected deliveries. In high-security environments, unclear instructions can even create compliance risks.

In logistics, time is money. While global disruptions like the 2021 Suez Canal blockage show how costly delays can be, misunderstandings at hubs or gates are preventable. Unlike major crises, communication-related delays can be actively reduced.

REAL-TIME SPEECH TRANSLATION AT THE BARRIER

Real-time speech translation transforms the barrier into an intelligent communication point. Instead of relying on hand gestures or improvised translation apps, drivers and gate personnel can speak naturally in their own languages. The system instantly translates the conversation, ensuring both sides fully understand each other. This **removes uncertainty and reduces stress** for everyone involved.

At busy entrances, **seconds matter**. Real-time translation prevents unnecessary call escalations to supervisors or control rooms. It eliminates the need to search for multilingual staff. **Communication flows directly and efficiently** through the intercom at the barrier.

When drivers receive precise directions to the correct loading dock, turnaround times decrease. Queue lengths at peak hours are reduced. This leads to **increased operational efficiency**.

TRANSFORMING GATE OPERATIONS

Safety is another decisive factor. Some companies require visitors to leave their vehicle and report to a gatehouse or security reception before entering the premises. There, they complete a **mandatory digital safety briefing** covering site rules, PPE requirements, traffic regulations, and emergency procedures. These instructions must be understood without ambiguity.

For international drivers, this step can be challenging. If questions arise, **immediate support** is essential. **Ivy Virtual Assistant** provides instant answers to frequently asked questions directly at the terminal.

And if human assistance is needed, **Ivy Live Translation** enables communication via the intercom stations at two sides of a **counter**, allowing the driver and the operator to speak in their native languages. **Real-time translation** ensures that safety information is delivered accurately and acknowledged immediately.

Logistics depends on precision, timing, and trust. Real-time speech translation at the barrier ensures that language is never an obstacle. It protects processes, improves safety, and accelerates throughput. Most importantly, it connects people instantly – regardless of the language they speak.

IVY VIRTUAL ASSISTANT

Ivy Virtual Assistant is a Conversational AI-based intercom voice assistant that automates routine inquiries and provides instant, natural-language responses. It understands and answers questions much like a human would, handles frequently asked questions and filters out empty calls. By taking over repetitive tasks and providing 24/7 assistance, it frees up staff to focus on urgent or high-priority situations while improving user experience.

An Ivy-powered gate service elevates truck check-in to a **new level of automation**. By combining intelligent workflows of the Virtual Assistant with live translation for human interactions, it closes process gaps in real time, supports drivers in their own language, and minimizes manual intervention. The result: **faster entry, shorter waiting times, optimized throughput**, and a smoother experience for both drivers and logistics operators.

ADVANTAGES OF IVY LIVE TRANSLATION

Competitive edge
Sites that offer seamless multilingual communication demonstrate professionalism and reliability. Transport companies appreciate facilities where their drivers are treated with clarity and respect. This enhances long-term partnerships and customer satisfaction.

Compliance / Documentation
Conversations at the barrier can be logged and, if required, reviewed. This creates transparency in case of disputes or audits. It provides an additional layer of operational security. Insights on a clear dashboard provide valuable analytics.

Integration into existing Commend systems
Whether connected to on-premise servers or cloud-based platforms, the translation feature becomes part of the overall communication ecosystem. The barrier evolves from a simple checkpoint into an intelligent interface.

Cope with labour shortages
Gate staff can manage higher volumes without compromising service quality. Complex international traffic can be handled with confidence.

Contact our experts for further details about Ivy Live Translation.

**commend.com**

SAME SOLUTION – DIFFERENT APPLICATIONS

AIRPORT / PUBLIC TRANSPORT

A passenger arrives at an airport late at night and realizes their boarding gate has changed, but **they do not speak the local language**. At an info point or emergency call station, they press the button and speak in their native language, explaining that they are about to miss their connection. Ivy Live Translation instantly translates the message for the control room operator, who responds in their own language with precise directions and updated boarding details. Within seconds, both sides clearly understand each other, preventing missed flights, unnecessary panic, and operational disruption.

HOTEL

At check-in, a guest explains at the reception desk that their room booking includes breakfast and a late checkout, but this is not reflected in the system. The guest speaks in their native language, and Ivy Live Translation translates the explanation in real time for the receptionist. The staff member clarifies the booking details and responds naturally, with the system translating the reply back to the guest. The situation is resolved quickly, professionally, and without uncomfortable misunderstandings at the front desk.
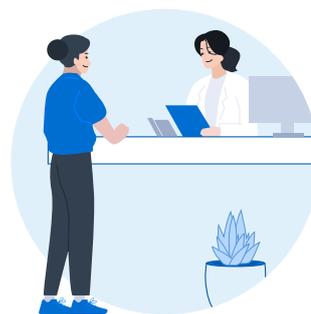
SMART CITY

A tourist in the city center uses a public help point because a major street is unexpectedly closed due to a local event, and their navigation app is no longer reliable. They explain in their native language that they need the fastest accessible route to their hotel and are unsure which public transport lines are currently operating. Ivy Live Translation instantly delivers the translated request to the city control center, where an operator checks live traffic and event restrictions before providing tailored directions. The response is translated back in real time, ensuring the visitor receives accurate, situation-specific guidance that goes beyond standard FAQ information.

In a world where supply chains must remain resilient and efficient, intelligent multilingual communication at the gate is no longer a luxury. It is a strategic advantage.

TRUSTED. COMMUNICATION. ALWAYS.

COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. The development and manufacturing processes are certified as per EN ISO 9001:2015. To ensure information security, Commend is also the first ISO 27001-certified Intercom company.

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