



*Gold Medal Winner  
Global Innovation  
Startup Competition at  
the Global Forum*

**ONVOY**

—  
Empowering  
People with  
Language.





# TRENDS

Asian tourist market is fastest growing in the U.S.

Young Asian millennials want a more independent travel experience

Language remains largest barrier to U.S. travel and customer loyalty  
BUT people want to talk to PEOPLE

# On-Demand Language Help

Live, HUMAN linguists on a phone - via video or audio

Chen is visiting from Beijing. She needs help asking questions while shopping in Union Square.



Zhang is a Mandarin-English speaker living in San Francisco who uses his language skills to help others and make extra \$

Cashless transactions at affordable rates



**Language  
Assistance  
+  
Concierge  
Cultural  
Advice**

**Anytime. Anywhere.**

# Have You Ever...



**Been frustrated asking for directions in another country?**



**Struggled to explain a food allergy when you don't speak the local language?**



**Had questions on how to navigate a local culture?**

**There are 7000 languages in the world.**

Don't be limited by where you go or who you do business with.

# Destination Management Implications

# Language-Concierge

Destinations can provide language help to visitors wherever they go



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# Democratization of Language Services

## 4+ Billion Providers



of the world's population  
is multilingual

- We activate the invisible language workforce
- We provide diverse populations ability to earn extra money selling language skills
- We implement user rating systems and training for quality control

# WHAT ABOUT MACHINE TRANSLATION?

## People Still Prefer to Speak with Other People



Translation tools can't provide any cultural nuance or explanation

Devices are still awkward and not ubiquitous

Accuracy in some languages is improving, but slow in others