DATAMATICS

DATAMATICS SPEECH-TO-TEXT SOLUTION

Unlock hidden insights

There is a wealth of insights hidden in hours and hours of audio/video files which remain un-transcribed due to time and cost constraints. Researchers traditionally spend hours searching through audio files looking for insights while working concurrently on multiple projects. Datamatics offers instant self-service machine-based transcription with over 90% accuracy, which was previously only possible with human based transcription taking 24 hours or more.

Datamatics Speech-to-Text solution is an AI/ML powered automation platform that offers highly accurate transcriptions from audio and video files. It enables market researchers to simultaneously work on multiple customer surveys in a dynamic environment and generate insights from customer interactions. It has a user-friendly UI and expedites the transcription work from hours to minutes. It provides a high accuracy in extracting the voice-of-the customer recorded in different forums backed by high definition audio/video. The solution has both Cloud and On-premise options.

Datamatics Speech-to-Text Solution is exponentially faster and at a quarter of the cost of traditional solutions. It expedites the speech-to-text transcription from hours to minutes. This output is far better and faster as compared to industry standards.

DATAMATICS SPEECH TO TEXT FEATURES

AI/ML-enabled automation platform
Self-learning platform learns new words constantly through each transcription and transcribes with higher accuracy. It encompasses a specialized feature of importing words bank for high volume engagements at an additional cost.

High security
It provides a secure environment for uploading audio/video files and downloading voice transcription with end-to-end encryption.

Searchable transcription
It provides flexible search options from the transcript to the audio and vice versa.

Instant transcription
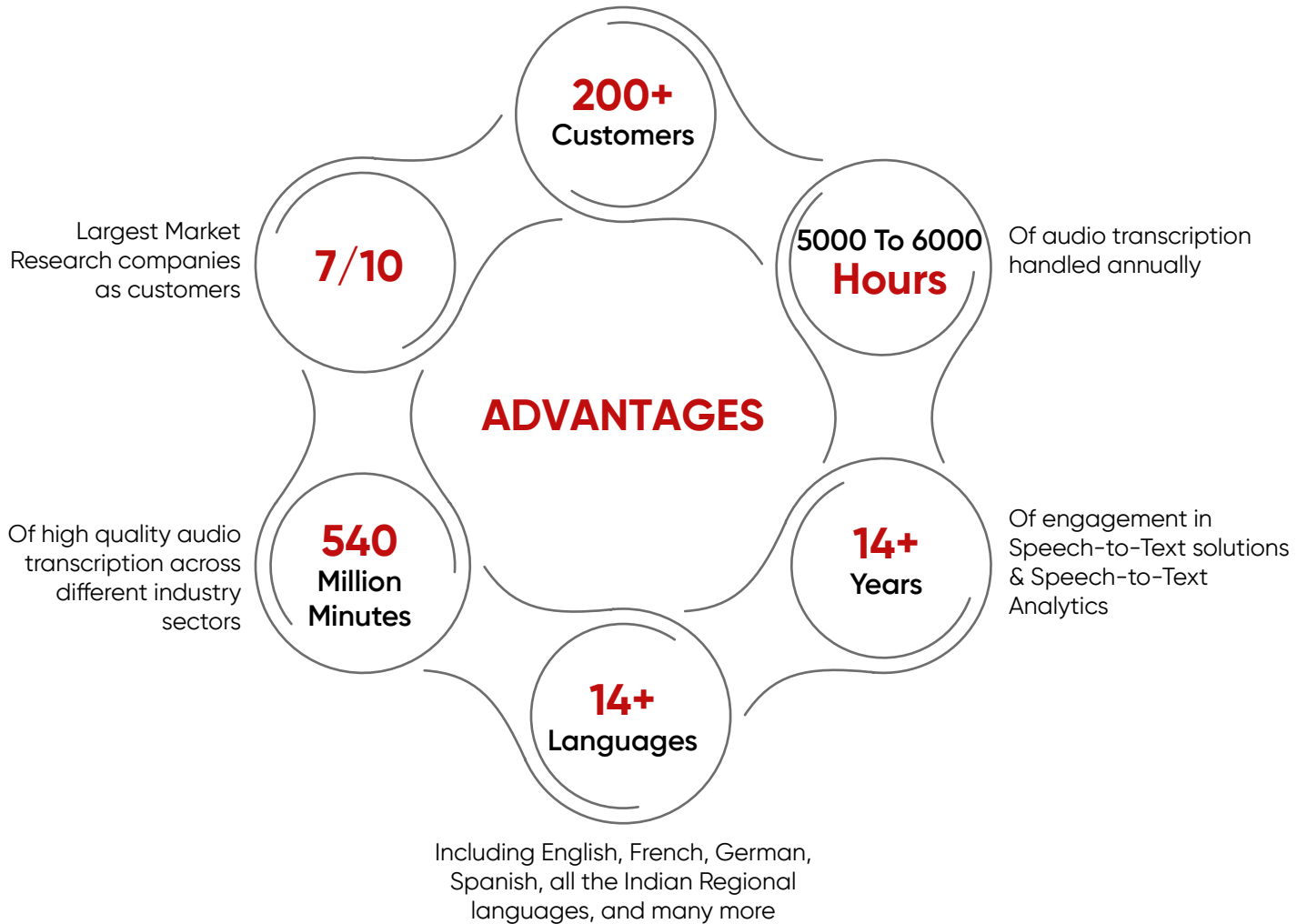It offers a faster turnaround from hours to minutes as compared to human transcription.

Cost-efficient
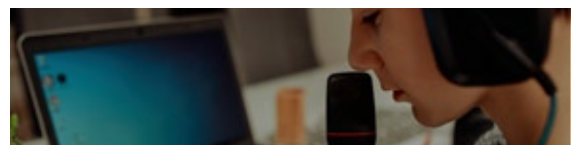It offers speech-to-text output for 25 cents per minute.

DATAMATICS ADVANTAGE

Across the globe

200+
Customers

Largest Market
Research companies
as customers

7/10

5000 To 6000
Hours

Of audio transcription
handled annually

ADVANTAGES

Of high quality audio
transcription across
different industry
sectors

540
Million
Minutes

14+
Years

Of engagement in
Speech-to-Text solutions
& Speech-to-Text
Analytics

14+
Languages

Including English, French, German,
Spanish, all the Indian Regional
languages, and many more

USE CASES

With transcription this accurate and cost-effective, users are able to transcribe all their audio and video assets creating a searchable database of unstructured data. Doing away with hours of tedious time wasted listening to audio files trying to find the word or phrase you need.

The AI/ML driven Speech-to-Text solution reduces transcription turnaround time from days to minutes allowing users to work on multiple projects concurrently.

KEY AWARDS & RECOGNITIONS

Datamatics named as 'Leader' in IAOP 2021 & 2022 Global Outsourcing 100 List of the world's best outsourcing providers

Datamatics TruBot won IBS intelligence (IBSi) Global FinTech Innovation Award 2021 for the Most Innovative Use of Process Automation

TruBot recognised with Bronze Stevie Award 2021 for 'Sales & Customer Service'

TruCap+ won Bronze Stevie Award 2022 & People's Choice Stevie Award 2021 at the American Business Awards

Rail Analysis India Award 2022, 2020 & 2019 for Automated Fare Collection technology

Datamatics has been recognized for "Leadership in Customer Experience" in the 2021 Call Center Association of the Philippines Annual Event

ABOUT DATAMATICS

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

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