

The cielo24 Advantage

- ✓ Most Competitive Pricing
- ✓ Fastest Turnaround Times
- ✓ Complimentary Custom Account Access
- ✓ Complimentary Account Management
- ✓ Complimentary Custom glossaries
- ✓ Major Video Platform Integrations
- ✓ Best Value due to Proprietary Human-Machine Technology
- ✓ Quality Guaranteed
- ✓ Video Intelligence

Volume

If you have at least an hour per month of media content to be captioned, cielo24 is a perfect match for your volume needs. We do not have a maximum cap on hours and can easily process as much media as you require.

Turnaround Time

cielo24 offers 2 hour and above turnaround times. The default turnaround time is 48 hours and can be adjusted up or down to fit your needs. We have flexible options for specifying turnaround times. For example, you can choose a set turnaround time for all of your videos, you can specify certain times according to playlists, or you can select different turnaround times for each video.

Cost

cielo24 offers the most competitive pricing of all full service captioning providers. The value we offer our customers cannot be beaten due to our cost-effective proprietary technology.

Quality Level

cielo24 has various caption quality levels available for purchase. These include 70% machine generated captions for search, 95% accurate for internal notes, or 99% hybrid human-machine generated captions and transcripts for published content.

Difficulty

cielo24 can handle any video content difficulties. Our hybrid system allows for machine errors to be corrected by expert transcriptionists who ensure the quality of their transcripts, regardless of sound quality, speaker changes, accents, or challenging terminology.

Language

cielo24 supports foreign language transcription and translation in 14 different languages, with additional languages available upon request. These include Arabic, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Mandarin, Portuguese, Russian, Spanish, Cantonese, and Turkish.

Integrations

cielo24 integrates with Amara, Brightcove, echo360, Kaltura, Kollektive, Mediasite, Mediacore, Panopto, Polycom, Vidyard, Vimeo, Wistia, and YouTube. cielo24 captions and transcripts are seamlessly auto-delivered back to these integrated video platforms.

Account Management

To best serve our customers, we provide you with a dedicated account management team and fully customizable experience. This includes on-boarding support, video platform integration support, multi-department control and access, a custom portal page, flexible billing management, custom moderation and approval settings, customizable workflows, custom glossaries and turnaround times, and optional notifications.

Custom Glossaries

We accept custom glossaries at no charge. Transcriptionists refer to these glossaries for clarification of names, locations and rare or technical terms to create accurate captions. You can submit any number of glossaries to be used at an account or individual job level.

Progressive Return

We can deliver improved captions progressively each time the quality level of your job improves. This can be used to quickly get captions/transcripts produced for a video, without selecting the quickest turnaround time.

Caption Editor

cielo24's Portfolio gives customers full access to their captioning files where they can easily make any necessary edits or flag errors.

Interactive Transcript

cielo24 offers searchable captions and transcripts that allow you to search for keywords and jump straight to relevant places in the video. The transcript is time stamped and synchronized to the video frame.

This interactive transcript can be accessed in the cielo24 video wrapper. The wrapper includes:

- cielo24 media intelligence including timed topics, keywords and entities
- Multi-language support for native captions and foreign language subtitles.
- Content search including words, topics, keywords, and entities with heat map
- Speaker search by color coded heat map
- Social sharing of selected videos down to the specific caption across sites like Facebook, Twitter and LinkedIn.
- Transcript download

Video SEO

Because the internet is text based, video content stays hidden from search engines. With a closed caption file and time-stamped transcript, you are able to deliver a text-based version of the video to search engines, opening all of the video's content to search. This allows for accurate indexing and long tail keywords, leading to increased discovery and engagement, further boosting your videos' search results ranking.

Video Intelligence

cielo24 specializes in video intelligence by leveraging your video metadata to create topics, keywords, tags, subjects, and Adwords. These power search, content discovery, engagement, ad targeting, and asset management.