

Video Caption Performance

12%-26% increase in video watch-time when using video captions.

4 times as many consumers would rather watch a video about a product than read about it.

80% increase in number of viewers watching a video through to completion.

82% of search traffic will be for video in 2020

The cielo24 Advantage

- ✓ Most Competitive Pricing
- ✓ Fastest Turnaround Times
- ✓ Complimentary Account Management
- ✓ Complimentary Custom glossaries
- ✓ Major Video Platform Integrations
- ✓ Quality Guaranteed
- ✓ Video Intelligence

About cielo24

What Do We Do?

cielo24 works with clients worldwide to provide quality video intelligence, captions, transcripts and data solutions. cielo24 technology powers video discovery, engagement, reach and compliance to help media creators maximize video investment through innovative technology.

What Sets Us Apart?

Because of our commitment to providing the industry's most cost effective and high value media data, we are a preferred partner for many video platforms, including Kaltura, Panopto, Mediasite, YouTube, echo360, Vidyard, [and more.](#)

Our cutting-edge technology makes our on-demand service straightforward, reliable, and capable of handling large volumes of work. For each job, we provide time-coded transcripts, support for 16 languages, various upload options, customized/automated work-flows, numerous output formats, and 99%+ accuracy.

Features

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 specific times according to playlists, or you can select different turnaround times for each video.

Quality

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.

Volume

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

Difficult Audio

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 many different languages, with additional languages available upon request. Languages include Arabic, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Mandarin, Portuguese, Russian, Spanish, Cantonese, and Turkish.



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.

Cost-Effective

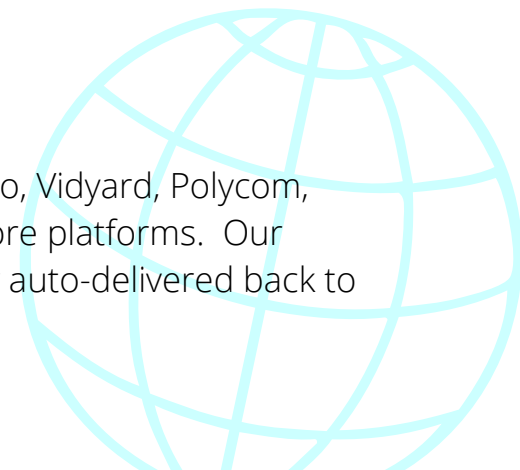
cielo24 offers the industry's most competitive pricing of all full-service caption providers. Our value to customers can not be beaten due to our proprietary technology platform.

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. This is useful with news media clips!

Integrations

cielo24 integrates with Kaltura, Panopto, Brightcove, latakoo, Vidyard, Polycom, WarpWire, Vimeo, JW Player, YouTube, Wistia and many more platforms. Our captions, transcripts and media intelligence are seamlessly auto-delivered back to our integrated partners.



Caption Editor

cielo24's Portfolio gives customers full access to their captioning files where they can easily make any necessary edits or flag errors. Use the Portfolio to manage media and add to your order.

Interactive Transcript

cielo24 offers captions, indexes, transcripts and media intelligence that allow the viewer to search within and jump to relevant places inside a video while it is playing. The transcript is time stamped and synchronized to the video frame. The interactive transcript wrapper 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.