



See how we
helped a
baby boomer
convert and
transcribe his
video files

THE COVER STORY

This is a case study on a slightly unusual transcription request that we handled recently. Jason Gregory is a wildlife documentary videographer from the state of California, with boundless knowledge in the field of marine bio-diversity. He is well known for his expertise in the field and has been involved with a lot of research documentaries on this subject.

Jason Gregory approached us because he needed an [affordable transcription service](#) that could help get his works online and fast. He was 60+ and wasn't comfortable in working with systems and applications. He enquired if we could make the process of acquiring transcripts as plain and simple as possible. He dropped into our office in LA on a sunny California afternoon and gave us 4 hard disks that had to be transcribed.

"They're very important files and I don't have backup copies. Please ensure that the disks don't get displaced or damaged", Jason said with a worried smile. After repeated reassurances from our staff he bid us goodbye but not before giving us a [strict deadline of transcribing the files in a week.](#)



The bottlenecks

The four hard disks contained 2 TB of data each, and we had just a week to complete it. That's 24 hrs. x 7 days, giving us 168 hrs. to transcribe those 8 TB of content. So, our transcribers had to work at full tilt to **transcribe 8000 GB of files in just 168 hrs.!**



Not a biggie, but of these 4 HDDs, 2 happened to be compatible only with the Mac systems and the other 2 were for the Windows PC.

Each HDD contained just 10 video files, which summed up to a total of 40 files; i.e. approximately 200 GB per video recording. He had been using a 4K video camcorder, to produce exceptionally high quality videos. Now that's a problem, working with such large files is extremely difficult. So, this meant that the source files had to be extracted and converted into a format that was more accessible from our in-house transcription platform.

However, professional formatting services demanded \$2500 for converting such formats, which had led to affordability issues for our client. "They wanted such huge amounts to convert the files" he complained "I would appreciate if you guys could keep the overall costs as low as possible", he had insisted.

THE SOLUTION !



But, before going ahead with converting the files, we had to set up two teams to handle the separate Mac and Windows setup, so that we could **extract the files without any compromise to the quality.**

Then, off to convert those large files... for this we turned to our dedicated file conversion team who were able to get that done in 48 straight hrs.; of course with no extra costs to our client. (Our conversion services included a separate 24 x 7 support team for client's conveniences.)

Once the files were converted, the source materials were returned to our client. He was sure relieved and thankful that the original files were back with him in such a short time and in pristine condition.





Now, to get the transcription process rolling...

The Transcription Process:

This is where the rubber meets the road. Our transcription processes begin with the creation of a secure account in the [iTranscript platform](#) for the client. This helped us ensure that the entire transcription process was trackable to Jason.

Now that we had just [5 more days to deliver the transcripts](#), Jason was already quite nervous if we could meet his deadline. But, our iTranscript's real-time status update really helped allay his nervousness as he was able to instantly monitor the transcription process whenever he wanted to.

After logging into iTranscript Jason could:

-  Get real-time status updates of the transcription process
-  Communicate with us easily 24 x 7 via chat & phone support
-  Make his edits to the transcripts by utilizing the interactive module
-  View interactive transcripts along with closed captioning player

So, after we uploaded the converted files to the iTranscript platform courtesy to the client's request (usually it is the clients who upload their files directly to the iTranscript platform), we were able to keep Jason intimated on the status at regular basis with utmost ease. "iTranscript was easy to learn and work with even for someone as tech-phobic as me",

-- said Jason.

CONCLUSION:

Once the transcripts were done and uploaded to iTranscript, Jason Gregory was impressed to be downloading them at the 161st hour, way earlier than promised and more affordable as well.

This is what he had to say:

"I never thought a transcription service could be so efficient at helping me manage my video files. When I began looking for one I was under the impression, this was going to be a lot of work. But, I'm truly happy with your service that hardly required any input from my side."

- Jason Gregory

Contact

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