aws marketplace

Deepgram

Reviews, tips, and advice from real users

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Deepgram

Deepgram Recap

Deepgram stands out for its speed in transcribing videos and speech to text, leveraging cutting-edge models like Whisper and Nova for exceptional performance and accuracy. Its latency is remarkably low, enabling swift transcription that users find superior to alternatives.

Deepgram provides an efficient solution for transforming video and audio content into text, benefiting from its advanced ability to recognize industry-specific terminology. Users experience faster results compared to IBM Watson and OpenAI's Whisper model, with low latency contributing to its appeal. However, challenges in speaker recognition and language support remain areas for improvement. Additionally, stronger spelling and grammar accuracy could enhance its performance. Some seek expanded multi-language capabilities and improved manageability during testing phases, noting its slightly less accuracy compared to other tools.

What are Deepgram's most notable features?

- Rapid Transcription: Utilizes cutting-edge models for quick speech-to-text conversion.
- Industry Terminology Recognition: Excels in comprehending specific jargon and abbreviations.
- Low Latency: Offers transcription with minimal delay, approximately 0.5 to 1 second.
- Model Integration: Employs Whisper model combined with Nova for high accuracy.

What benefits should users look for when evaluating Deepgram?

- High Speed: Significant improvement in processing time over competitors.
- Performance Satisfaction: Users appreciate faster and more fluid transcription.
- Textual Accuracy: Enhancements can lead to more reliable outputs in transcripts.
- Streamlined Processes: Features like punctuation and Smart Format boost efficiency.

Deepgram is widely implemented across industries for transcribing speech to text, often used by organizations for generating machine transcripts of legal proceedings and other vital communications. Teams deploy it on local systems to convert videos and phone calls, integrating speech recognition seamlessly into applications.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The recognition of industry-specific terminology phrases and abbreviations is really important for us. We were able to get a good level of industry specificity with Deepgram."

Ariel Lindenfeld
VP Product at PeerSpot

✔ "The features that I have been using in the tool have been very stable."

Boris Morozov
AWS | Back-End Team Lead at eScribers, LLC

✔ "Deepgram is able to handle large volumes of audio data without compromising accuracy."

Umar Ijaz
Back End Developer at AskHumans

✔ "The solution's Speech-to-Text conversion feature is really awesome."

Arslan Rasheed
Full Stack Developer at Pluginfy Technologies

✔ "The speed of the solution for transcribing videos is good."

Khemit Verma
Full Stack Developer at Global IT App Info Solution

What users had to say about valuable features:

"The solution's most valuable feature is its speed of transcription. It is one of the fastest tools, especially if you compare it to the second fastest solution that you can get, which is 20 times faster. Thus, it is not just a marginally faster product.."

Boris Morozov
AWS | Back-End Team Lead at eScribers, LLC

Read full review ↗

"We previously used IBM Watson, which was slow and had limitations in accurately transcribing words. After evaluating OpenAI's Whisper model, we discovered Deepgram, which incorporates Whisper and adds the powerful Nova model.

Deepgram's latency is impressively low, around 0.5 to 1 second, making it a superior choice.."

Umar Ijaz
Back End Developer at AskHumans

Read full review ↗

Other Solutions Considered

"My company still uses multiple products in parallel to Deepgram. For example, in transcript-related business, some clients want to get the transcript super fast or in a few hours. You need to produce the machine transcript in a few minutes and give it to the transcriber, who should start working immediately on it. In such cases, there is a huge improvement when one uses Deepgram, which is a major advantage.."

Boris Morozov   Read full review [↗]
AWS | Back-End Team Lead at eScribers, LLC

"We previously used IBM Watson, but it didn't deliver appropriate results. We searched for alternatives and found OpenAI's Whisper model, which was initially slow. After thorough analysis, we discovered Deepgram. It proved to be superior, leading to our decision to migrate. We used a detailed spreadsheet to compare various models before making the switch.."

Umar Ijaz   Read full review [↗]
Back End Developer at AskHumans

"We compared several other automated transcription services similar to Deepgram a little over two years ago. We're constantly testing out others. We find Deepgram to be the highest quality. That was really important to us.

Amazon AWS has some sort of solution that we tested out. I don't remember the names of the others. We might have tested something from Google and some other lesser-known options.

Being able to access it and send recordings was the same level of work for our development team. So it came to the quality and the ability to build a custom model. We gave them some data and some audio file samples that they used in order to come up with a custom model that would perform even better for us. ."

Ariel Lindenfeld
VP Product at PeerSpot

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ROI

Real user quotes about their ROI:

"The ROI has been excellent. The cost is night and day compared to the cost of human transcription. We're spending maybe a tenth of the cost we would if we were still doing manual transcriptions. ."

Ariel Lindenfeld
VP Product at PeerSpot

Read full review ⬈

Use Case

"I am the software development team lead in my company, and we are creating a speech recognition product based on a few different engines. The company works in the legal process, so my team generates a machine-based transcript and then converts it to a readable format. It saves time for the person using the machine-based transcript as a starting point.."

Boris Morozov   Read full review ↗
AWS | Back-End Team Lead at eScribers, LLC

"I use Deepgram for audio transcriptions and speech recognition. I am working on a feedback survey app where users provide verbal feedback that Deepgram transcribes into text.

We receive the results and implement features like punctuation and Smart Format.."

Umar Ijaz   Read full review ↗
Back End Developer at AskHumans

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup isn't any different from any other speech-to-text solution out there. My understanding is that it wouldn't be extremely difficult.

It was implemented by one of our developers in-house and I was involved as well. The Deepgram team was very supportive. It depends on the use case, however, in our case, it doesn't require a big team to set up or manage. ."

Ariel Lindenfeld
VP Product at PeerSpot

Read full review ↗

"Thanks to clear documentation, the initial setup was very easy. If you have prerequisite knowledge of the programming language you're using, it's straightforward to follow the documentation and implement it into your system. When I started, I closely followed the documentation, which made the process very manageable.

Deployment model: We last deployed it on the Google Cloud Platform (GCP).."

Umar Ijaz   Read full review ↗
Back End Developer at AskHumans

"If I consider and compare the other engines I have used with Deepgram, I would say that the ease of installation is one of the strong points of the product. Compared to all other engines, the installation of Deepgram has been simpler and far more stable. It just gets updated, and it runs properly. The good thing is that the tool is modular. In the tool, the modules and the engine itself are separate objects. If you want to update only the module, then there is no need to redeploy anything since most other engines that we have in our company are on an on-premises model.

The solution is deployed on on-premises and cloud environments. It is deployed in the private section of our company's cloud. We aren't using the API and prefer to use our own deployment.."

Boris Morozov   Read full review ↗
AWS | Back-End Team Lead at eScribers, LLC

Customer Service and Support

"The solution's technical support is average. I talked to the technical support team regarding an issue where the solution couldn't identify the exact number of speakers. The support team asked me to use certain parameters, but the results were inaccurate. I used all the parameters suggested by the support team, but the speakers were still not identified clearly. However, other services could properly identify the speakers of the videos.."

Khemit Verma   Read full review ↗
Full Stack Developer at Global IT App Info Solution

"I contacted the solution's technical support for help, and I got a nice, decent service and had no complaints at all. At the moment, whenever you want to update Deepgram by yourself, it is a very easy process. You just get the version of the tool and pull it from Docker. If you want to update the model, you have to contact the support anyway. I haven't contacted the support team very often. I might have contacted the product's support team three times just to update the new versions of the model. I got decent support from the tool's support team.."

Boris Morozov   Read full review ↗
AWS | Back-End Team Lead at eScribers, LLC

"Either before we set up the contract with Deepgram, or right after, they set up a Slack channel with us that had a bunch of people from their end – including customer service and their operations team. We had a call or two with them to get started, and we have been able to quickly correspond with them to get answers or send them details via Slack. That's been very helpful. Even now, we can jump onto the channel and send them questions. They send out updates via email as well.

I can't say if having a Slack channel with them would be considered an extra cost or if it is available to any customer or not. Maybe if you have a premium program or custom model, it's definitely included. ."

Ariel Lindenfeld
VP Product at PeerSpot

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Other Advice

"I have used Deepgram with Twilio for the calling system. I would recommend Deepgram to users who want to use it for speech-to-text purposes.

Overall, I rate the solution an eight out of ten.."

Arslan Rasheed
Full Stack Developer at Pluginfy Technologies

"I chose to use Deepgram after researching it on Google and finding some good feedback that the solution had good APIs. It's easy for a new user to learn to use the solution.

I would not recommend Deepgram to other users because it does not properly identify video communication. If you compare it with the other APIs, you can easily find that they do not properly identify some words, exclamatory signs, full stops, etc. These are small mistakes the tool is not properly identifying. Also, the solution does not properly identify the speakers. Users should check other APIs before choosing Deepgram.

Overall, I rate the solution a six out of ten.."

Khemit Verma
Full Stack Developer at Global IT App Info Solution

"Deepgram is highly recommended. Users don't need to do anything special

before using it, as the documentation is comprehensive. I am a Node.js developer and have used Deepgram packages for Node.js. Understanding your programming language is key, whether it's Node.js, Python, or others.

AI Features:

I have integrated various AI models into our application. Deepgram's sentiment analysis feature allows us to create graphs and analyses to determine if words are positive, negative, or neutral. This helps us summarize feedback and derive actionable insights.

My ratings:

I would rate it an eight out of ten. The live transcription feature needs improvement as the WebSocket sometimes gives errors or breaks down during live streams..."

Umar Ijaz
Back End Developer at AskHumans

Read full review ↗

"We're a Deepgram customer.

We use Deepgram for speech-to-text. There are different models you can use in order to do that. We have a custom model and we have also tested out some of their other models as well.

We're really happy with it. Technology in this space is constantly changing, and we see what's happening with ChatGPT, for example. Everyone uses different kinds of platforms for transcription. Deepgram also has a lot of other solutions we're not using, and it supports other languages, which is not how we're using it. However, it will likely continue to improve itself and align with all of the advances in the

space. Deepgram has been really great for our use case.

I interact with Deepgram's team and the team internally that has implemented it. I don't have hands-on experience with it myself. I continue to review the quality of the transcripts, which is what we're using it for. That said, my understanding is that the ease of use would depend on your experience and your skill level. It is in line with everything else out there.

I'd recommend the solution to others. I'd rate it nine out of ten. We evaluated and compared different solutions based on the quality of speech-to-text and implementation. For quality, Deepgram definitely came out above everything else. The implementation also went well. Support has been good – not that we've needed it too often. Compared to what we had before, which wasn't a technological solution, the difference is night and day. The other automated transcription services we've looked at in the past few years just weren't good enough. Deepgram really offers great quality. ."

Ariel Lindenfeld
VP Product at PeerSpot

Read full review ↗

"Whether you should use the tool or not depends on your use cases and the main use cases where it is used. Based on the engines and factors like maintainability or how easy it is to maintain, and if you consider them to be your priorities, you definitely go with Deepgram.

Speaking about how Deepgram handles large volumes of audio data without compromising inaccuracy, it is always a trade-off. As I said, Deepgram is not as accurate as the other engines we're using, but the difference is marginal, and if speed is more important to you, you should go with Deepgram. I think if the accuracy of the transcript is far more important, other engines give better results.

For an end user, the tool offers on-premises deployment, and it also has an API.

Using API is super easy since you just log in to the site and create an account, and you can start using it. If you want to deploy it on an on-premises model, you need to have a basic understanding of the cloud and how it works. The tool has a step-by-step guide on its website, which is very nice, and I still use it even because it is super simple and can be easily understood.

We haven't actually used our AI features at the moment because we're not quite sure how we can use them in our company because we are working on the legal transcript, and those have to be developed word by word even if the person who speaks, says certain things incorrectly. We have to maintain 100 percent accuracy. I am not sure how we can apply AI features in the tool, but we are always looking at the AI aspect in our company.

Deepgram offers some clear advantages over other applications. If you want a tool that produces transcripts in a very fast manner, there is nothing that comes even close to being disputed with Deepgram.
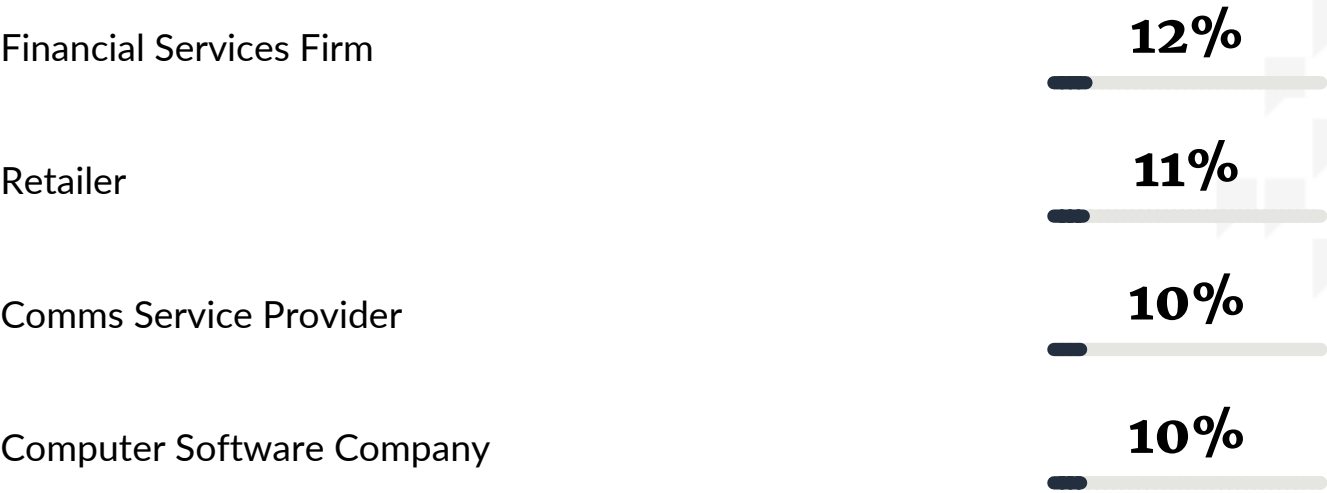
I rate the tool an eight or nine out of ten.."

Boris Morozov
AWS | Back-End Team Lead at eScribers, LLC
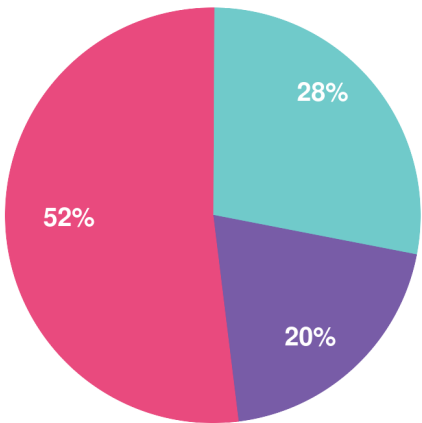
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