

Deepgram + BLACK BOX

Deepgram + Black Box = Better Together

Deepgram and Black Box have joined forces to seamlessly deliver state-of-the-art speech technology and speech AI solutions, for enterprises looking to stay ahead in a rapidly evolving AI market.

This partnership combines Deepgram's leading speech to text (STT) API and language understanding models with Black Box's expertise for easy integration, customizable solutions, and managed services, empowering customers to enhance communications, streamline operations, and ultimately, elevate their overall customer experience with speech AI.

Key benefits of this partnership include:



Private Managed Deepgram Environments: As a Deepgram preferred managed services partner, Black Box expert services are fully equipped to set up and manage Private Deepgram deployments in the client's environment of choice; including AWS, Azure, GCP of on-premise bare metal. With Black Box and Deepgram, clients can get best-in-class language models up and running quickly in their trusted infrastructure environment of choice.



Exceptional Accuracy: Deepgram's STT technology boasts industry-leading accuracy, ensuring precise transcription and understanding of spoken language, even in challenging environments.



Increased Efficiency: By automating speech recognition processes, Black Box's CX customers can streamline operations, reduce response times, and enhance overall efficiency in communication.

Together we deliver

1

Superior Automatic Speech Recognition (ASR) that outperforms all alternatives in terms of accuracy, speed, and cost.

2

Language understanding models that accurately analyze, extract, and summarize details from conversational audio.

3

System integration, consulting, and managed services.



Customizable Solutions: Deepgram's flexible and customizable STT solutions allow Black Box to tailor the technology to the unique needs of each customer, ensuring a seamless integration into existing workflows.



Scalability: Black Box, a Global Solutions Integrator supporting over 600 of the Fortune 1000 in various consulting, implementation, and managed services capacities. Operating in over 140 countries with 75 support centers on 6 continents, the partnership extends the reach of Deepgram solutions and now will be offered around the world.

What Sets Black Box Apart

- **Global Partnership:** Supports AI-driven CX with consulting, implementation, and managed services capacities
- **Premier Service:** Local project management and dedicated support team
- **Off-shore Development Team:** Services over 140 countries, with 75 support centers on 6 continents

What Sets Deepgram Apart

- **Superior ASR Performance:** Deepgram's leading speech-to-text models provide top-tier accuracy (30% lower WER) and speed (up to 40x faster) than alternatives
- **Cost Efficiency:** Save 67-80% compared to alternatives
- **Deployment Flexibility:** On-premises or in the cloud

This collaboration between Deepgram Inc. and Black Box Inc. sets the stage for a transformative era in customer experience, where the power of Automated Speech Recognition technology becomes a cornerstone for businesses seeking to stay ahead in a rapidly evolving AI market. For more information about this partnership, visit deepgram.com/partners or contact Abe Pursell VP of Partnerships & Business Development at abe.pursell@deepgram.com.

About Deepgram

Deepgram Inc. is a leading provider of Automated Speech Recognition (ASR) technology, offering cutting-edge solutions that redefine the way businesses interact with spoken language. With a focus on accuracy, efficiency, and customization, Deepgram empowers organizations across industries to unlock the full potential of voice data.

About Black Box

Black Box Inc. is a pioneering provider of communication and technology solutions, dedicated to delivering innovative and reliable services to businesses worldwide. With a commitment to excellence, Black Box helps organizations optimize their communication infrastructure, enhance collaboration, and achieve their strategic goals. Learn more at blackbox.com.