

Service reliability and support

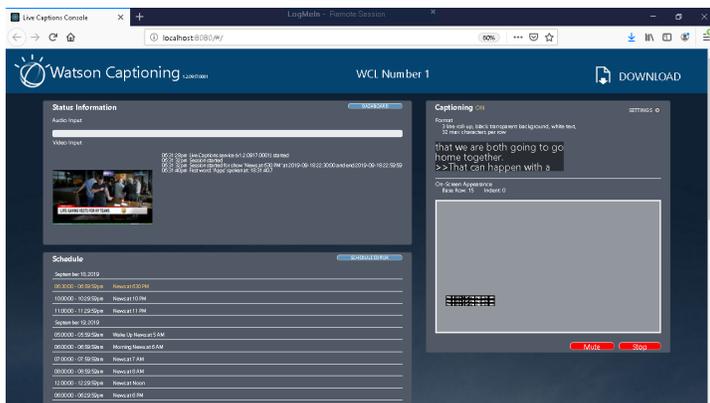
Investing in technology, infrastructure, and customer support to help improve the reliability of captioning services



Reliability and software-defined logic

IBM® Watson® Captioning Live is designed to provide the availability you expect in a mission-critical service. Reliability begins with an on-premise solution configured for two different Watson Media cloud-service endpoints, each equal peers. Built-in intelligence enables your system to use either endpoint as needed.

The Watson Media cloud service is also matrixed to at least two separate automated speech recognition clusters at all times, providing an additional layer of redundancy. This combination of on-premise and cloud redundancies helps deliver the availability needed to drive IBM's industry-leading, broadcast-quality live-captioning experience.



Watson Captioning Live home page UI

Pre-launch Watson training

Prior to launch, our data analysts will do independent data mining along with requesting information from your editorial and engineering teams about important, unique terms to train Watson that apply to your specific DMA. We call this domain-specific machine learning. Examples include on-air talent, locations, show names, station branding, sponsors, and any other important domain-specific terms that might not be included in the Watson out-of-the-box vocabulary. IBM will customize the solution for your specific market.

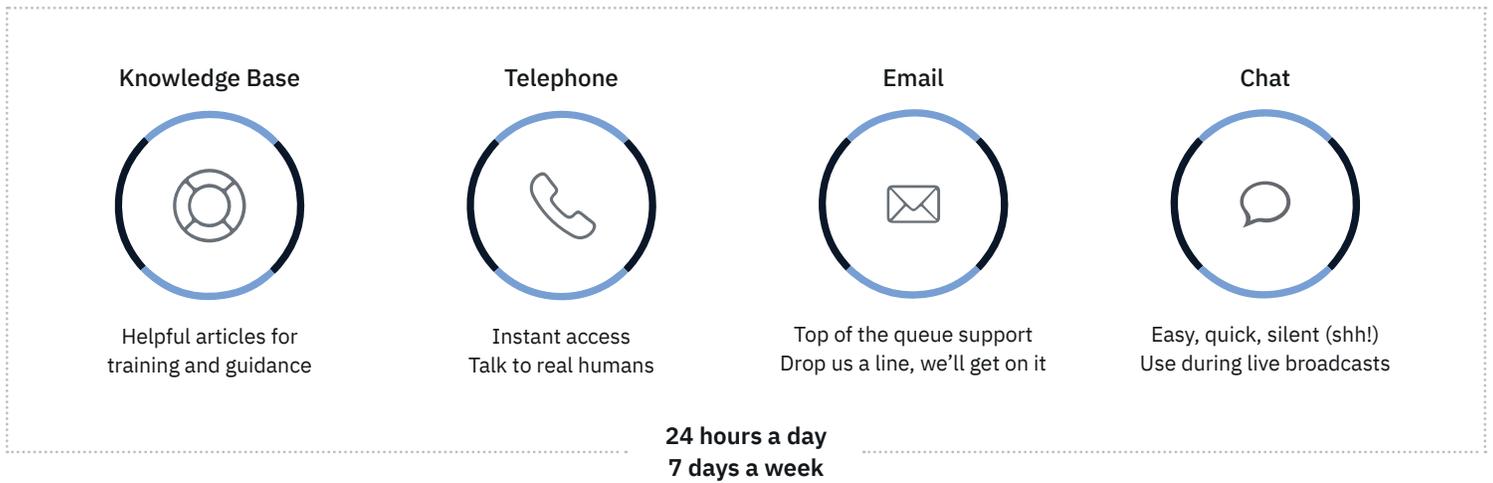
Managed services

IBM provides a streamlined web-based tool, called Domain Training Service (DTS), for ongoing maintenance of domain terms. IBM also manages a program designed to continuously improve national, regional and local machine learning to help increase the speed and accuracy of captions for your viewers.

Optional managed services include a dedicated program manager who meets with your teams regularly to resolve issues and provide feedback to our product teams.

Operational checks

This infrastructure and software-defined intelligence are monitored at all times to help ensure the availability and responsiveness of the solution. This monitoring system includes automatic logging and alerting of any potential issues. IBM staff members are available across several time zones to react to these alerts and investigate anomalies to help provide continuous service.



24x7 support

IBM offers a dedicated team to help clients receive the guidance, resources and support required to achieve success. This assistance includes 24x7 phone and email support.

In addition, IBM provides a message service that will notify you of any service performance implications as well as planned outages and upgrades. You can sign up to receive these messages through email or SMS.

For more information or to request a demo of Watson Captioning Live, [visit the IBM Marketplace](#)

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