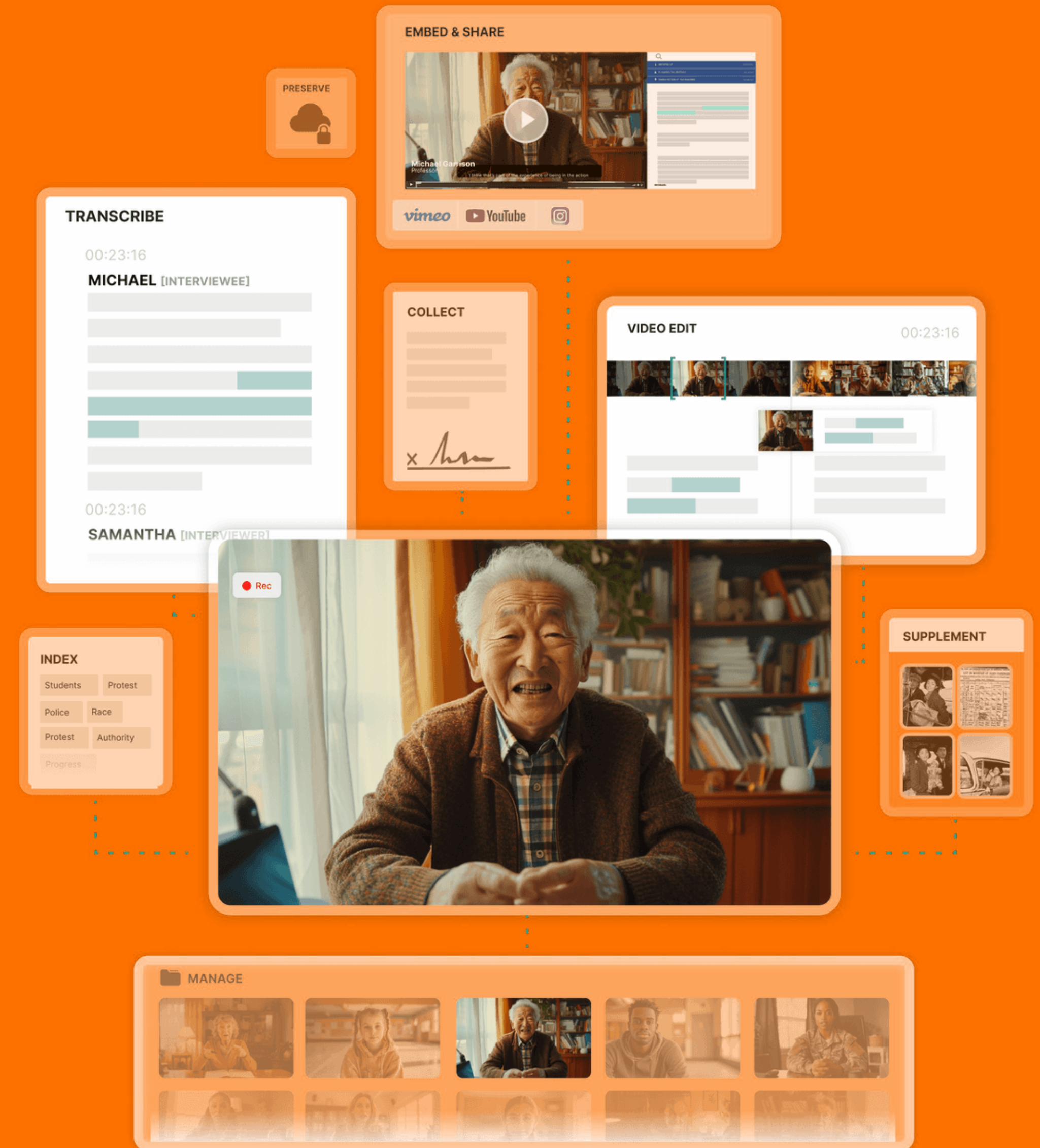


# AI-Powered Story Preservation with an End-to-End Solution



Partners in success  eurekalabs + **TheirStory**



# THE PLATFORM FOR Meaningful Conversations



TheirStory needed to modernize its oral history platform with AI transcription and intuitive tools. We rebuilt their ecosystem, **reducing user corrections by 40% and onboarding 3,100+ users.**

# About TheirStory

---

TheirStory provides an innovative digital platform that streamlines the process for any community to capture, transcribe, edit, and preserve oral stories. A key part of this process is generating transcriptions for those stories, allowing users to search, index, and organize the information.

# The Challenge

- **Obsolete service for audiovisual transcription (Google Speech Service)**
- **Long mistake-tracking reviews required by the user**
- **Obsolete service for video calls and recording (Opentok)**
- **Subpar design and outdated tech stack**

---

# The Solution

We delivered a suite of integrated solutions that combined AI, UX, and infrastructure improvements to elevate the platform's performance and usability.

## **AI-Powered Transcription with Speaker Detection, Chaptering, and Summaries**

We integrated superior services such as Speechmatics, OpenAI, and AssemblyAI.

## **Platform Redesign**

We redesigned the entire site and the app to provide a better user experience.

## **Project and Folder Organization**

This allowed users to better manage all their interviews.

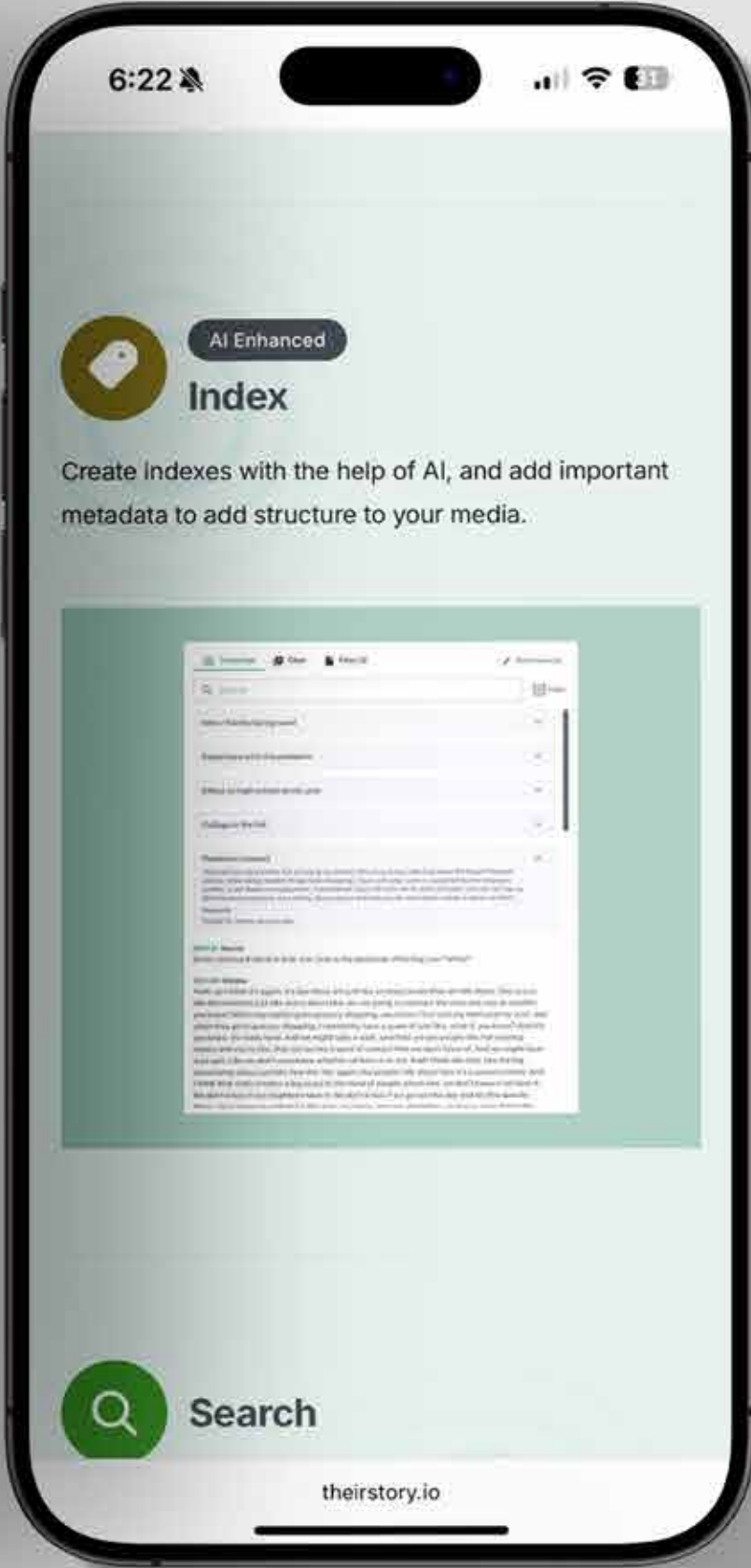
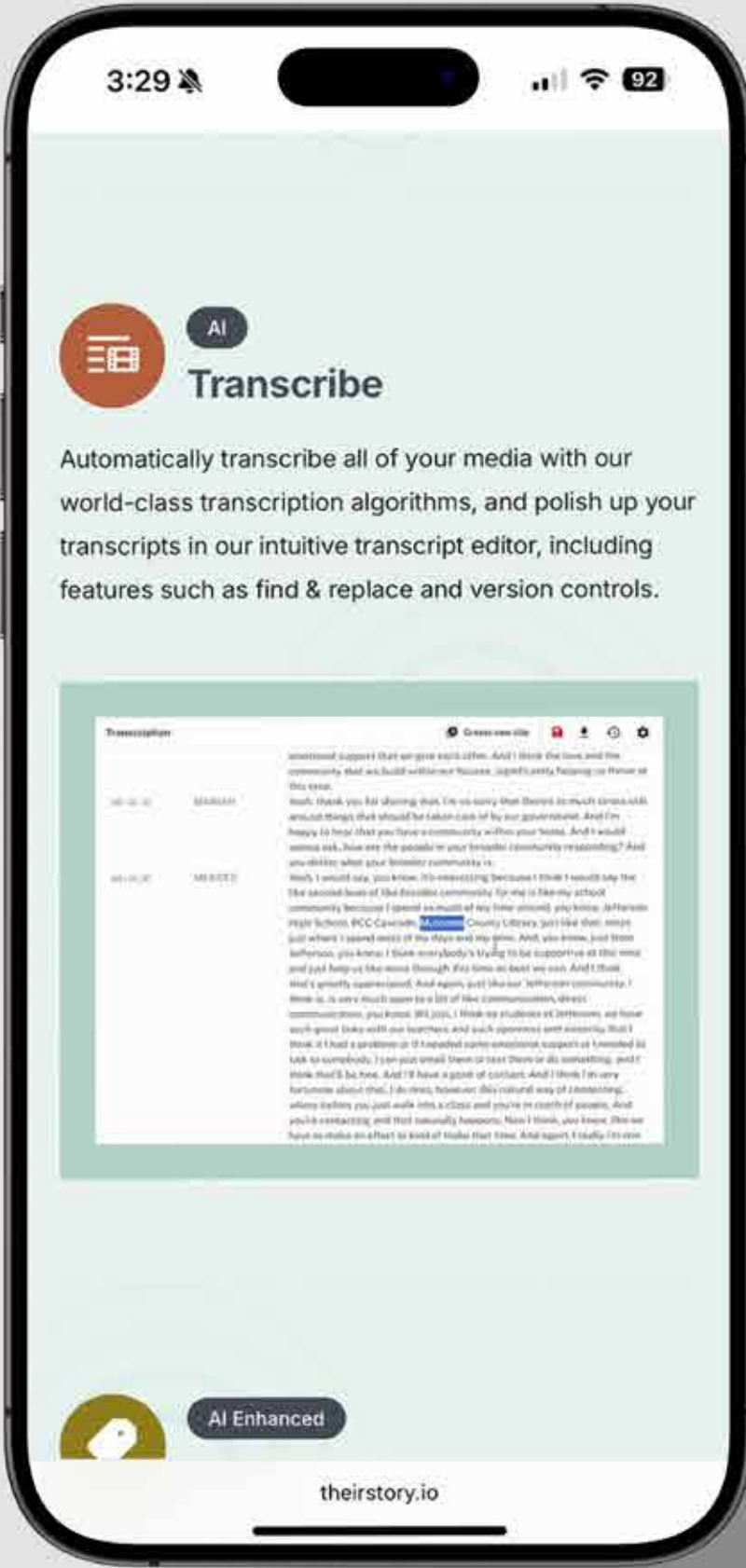
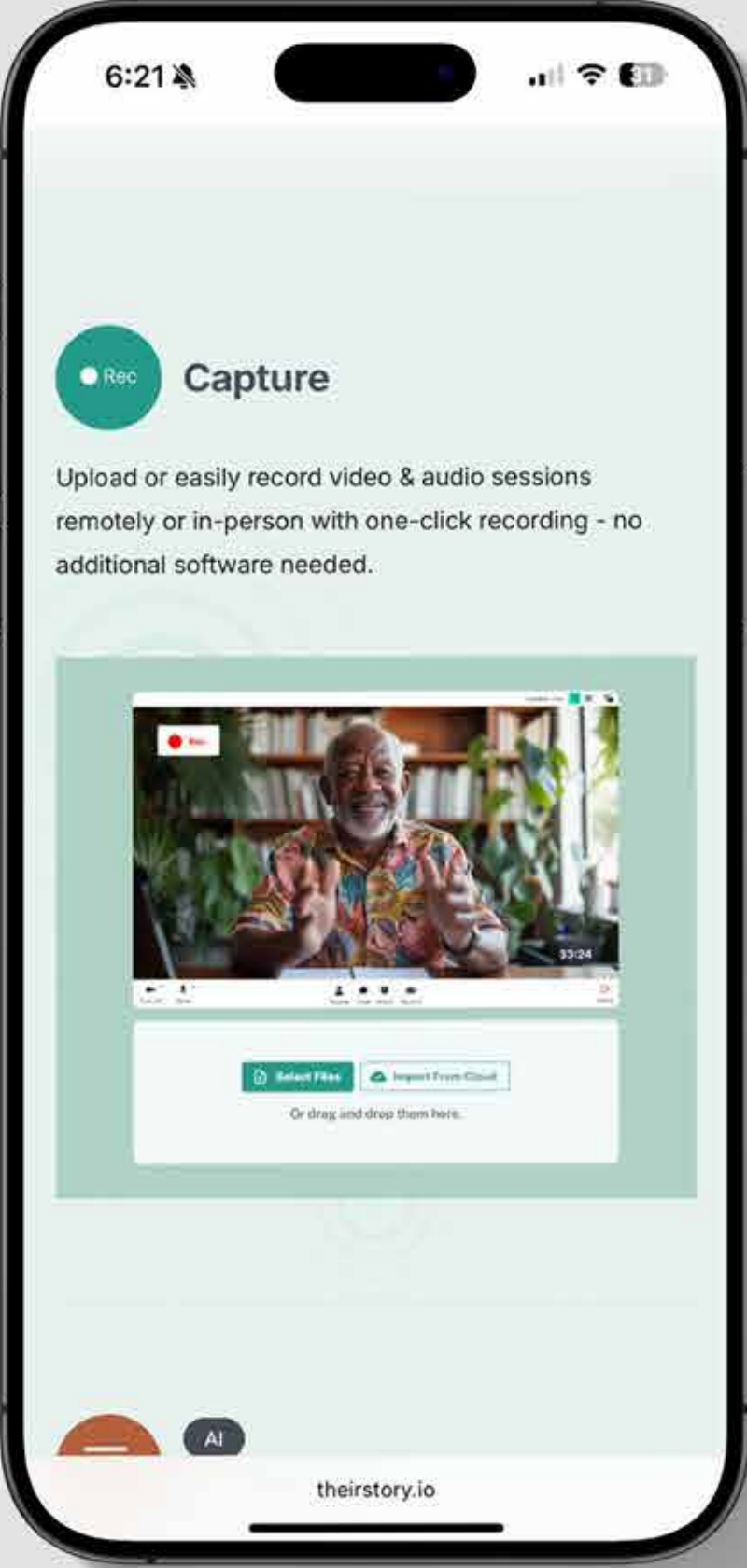
## **Enhanced Communication Services**

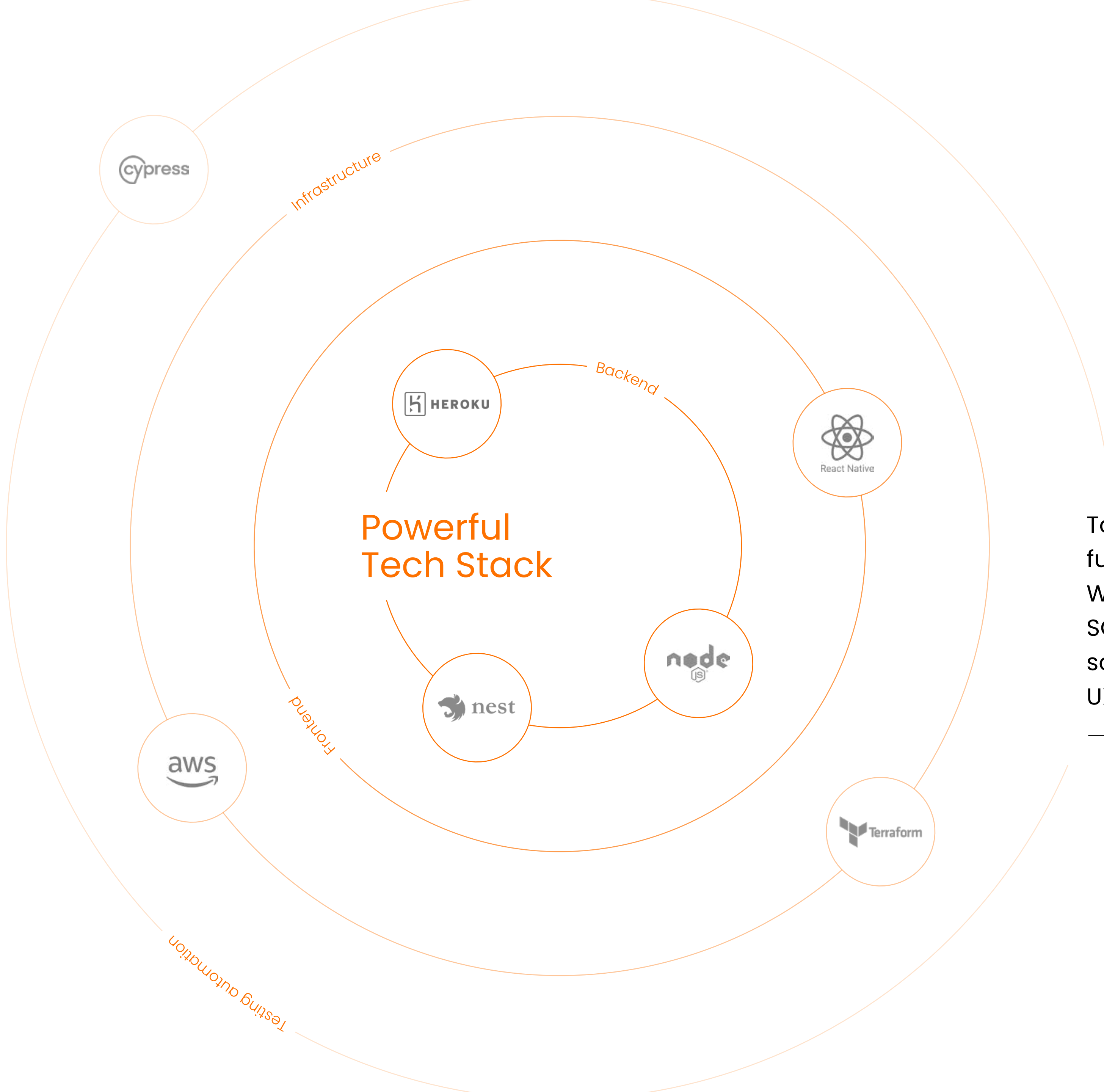
We integrated with superior services such as Dolby and Daily.co.

## **Technology Implementation**

- We integrated Speechmatics & Whisper for accurate transcription and speaker detection.
- We configured AWS SQS to manage task intake and automatically trigger GPU-intensive EC2 instances through Auto Scaling Groups.
- We developed the transcription and diarization engine in Python to ensure fast processing and reliable data storage.







To modernize TheirStory's platform, we implemented a future-ready tech stack powered by advanced AI tools like Whisper, Speechmatics, and OpenAI. Combined with AWS SQS, GPU scaling, and real-time video integrations, this solution enabled seamless, accurate transcription, improved UX, and scalable story preservation.

# The Results

We were able to lower the number of corrections made by users for transcriptions and improve overall client satisfaction.

+3100 users  
in the system

320  
organizations

900+ Whisper  
transcriptions

6.3K Deepgram/  
Speechmatics  
transcriptions

12k stories  
created



Zack Ellis | Founder & CEO  
**TheirStory**

“Eureka Labs has been an incredible partner. **Not only have their engineers and designers been talented and a joy to work with, but Eureka leadership has been there to help support us as well.**”

We have accelerated our product development and won key customers since working with Eureka. I trust and recommend them wholeheartedly.”

# Ready to Build a Smart Partnership?

We're more than a vendor—we're your potential  
Growth Partner. Let's clear your backlog!

Watch Founder & CEO Zack Ellis's Growth Story

Let's talk