

IMPLEMENTING CHANGE QUICKLY IS AN EXCEPTIONALLY DIFFICULT UNDERTAKING, EASILY EXACERBATED.

In 2022, a leading global content connectivity provider found themselves in a difficult situation. Their existing infrastructure was failing and no longer fit for purpose. Magnifying this issue was a major broadcast client who heavily relied on this infrastructure functioning correctly.

To address this issue, our subject matter expert (SME) was brought in swiftly to conduct a technical review, reporting on required actions.

This included an onsite study of playout servers and network transmission, along with insight interviews with key staff members.

The investigation highlighted several infrastructure-related problems requiring urgent attention and uncovered issues in the client's monitoring and control architecture.

Existing technologies were being underutilised and required the introduction of new hierarchy.

In response, Caspian One created an outcome-based statement of work with defined project milestones – directly responding to faults identified in the discovery phase.

We mobilised a projects team, coordinated and managed by our Project Hub. This project began in August 2022 and was completed within the agreed timescales.

Entering 2023, Caspian One is in the midst of an additional six-month delivery phase for this client, working on four different projects with seven SME resources in place.

Despite the challenges modernisation presents, our client has remained focused on "futureproofing" its brand and becoming a go-to supplier within the broadcast industry.

By significantly changing how they provide broadcast services we're helping them to achieve this goal, working in partnership to ensure desired results are achieved.