

Success stories: Hybrid TV Platform in the UK



It chose Fusion to deliver its SaaS Solution using BMC Remedy on Demand

It combines the simplicity and value of Freeview with the choice and convenience of catch-up and on-demand services – all on your own TV.

The hosted solution, for one per-user price, provides the company with all the benefits of BMC Remedy IT Service Management Suite including best-practice ITIL workflow, an easy-to-use interface and proven scalability and reliability.

The problem

In a complex relationship between, media content provider, network carrier and retailer – consisting of seven owning partners: BBC, ITV, Channel 4 & 5, TalkTalk, Arqiva and BT - Knowing who has the ball to remediate an outage and communicating that to the appropriate parties without breaching confidentiality of the problem owner.

The solution

The solution reflected the tiered multi-tenancy relationships between the partnerships to enable: Prompted declaration of an event that affects service with a service ticket. Determine the impact of that event. Notify the appropriate parties, and ensure the various SLA's of the partnership contracts are adhered to by supporting the partners with appropriate escalation notices. Fusion's Managed Application Service (MAS) to manage the application on a day-to-day basis and relieve them of that overhead to focus on its market product and service.

The benefits

Fusion and the solution we built are at the heart of its service availability. The benefit of our solution meant a successful launch and a continuing viable business for them.

Further advantages of BMC Remedy OnDemand are its potential to eliminate the cost of administration and infrastructure, lowering IT support costs and fast restoration time. The hosted solution is a fast out-of-the-box implementation and provides the ability to sustain high-availability with less outages.

