

UNBOUND OPERATIONS EUROVISION SERVICES

ABOUT THE CUSTOMER

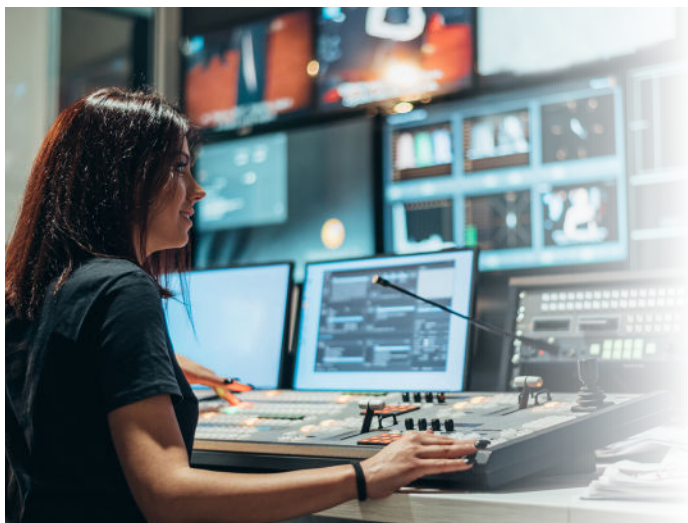
- Fully managed service supporting Live Television broadcast, file transfer & centralized control.
- 2 hubs primary & secondary, geographically diverse
- 50+ remotes in Europe

PAIN POINTS

Technology Debt

Eurovision has a global footprint with customers across 56 countries, including Asia, Africa, Australasia, and the Americas, reaching a vast global audience. Their critical infrastructure, originally implemented as a turnkey project over nine years ago, was built to meet the specific requirements and technologies available at that time.

Like many organizations, they faced the challenge of managing technology debt – arising from outdated systems. They were tasked with providing 24/7 support for live TV broadcasts with minimal resources.



unbound OPERATIONS

APPROACH

By employing a **technology-agnostic approach to service management**, we were able to swiftly leverage economies of scale through our service organization, enabling our teams to quickly familiarize themselves with Eurovision's technology and infrastructure. This allowed us to **deliver the required 24/7 support, as well as perform on-site gateway audits and maintenance.**

Recognizing the need for a more streamlined approach, we decided to revise the existing master service agreement. This revision addressed changes within the customer's organization, **introducing greater efficiency and economies of scale** while eliminating the multiple single points of failure that had previously existed in contract.

OUTCOME

By introducing a standardized approach to service management and best practices, Unbound Operations has successfully met the customer's needs. In addition to providing hub services, the Unbound Operations team conducts regular audits at Eurovision's various teleports, performing physical inspections and health checks of the hardware. Furthermore, Unbound Operations offers remote support across 56 countries, ensuring the reliability of the baseband infrastructure throughout Eurasia.



Partnering with iDirect's Unbound Operations team has elevated our service levels. Their expert team quickly understood our complex infrastructure, optimized our processes, and eliminated critical single points of failure. Thanks to their proactive audits and round-the-clock support, we now deliver uninterrupted live broadcasts to audiences across Europe.

Alex Sanchez Diaz
COO at Eurovision Services

A background image of a sunset over a field of tall grass, with the sun low on the horizon and the sky filled with stars and the Milky Way galaxy.

***YOUR GROWTH,
DELIVERED AS A SERVICE.***

VISIT <https://www.idirect.net/products/unbound-operations/>