



INCREASED EFFICIENCIES FOR A FIRM THAT PROVIDES VIDEO PLATFORM AS A SERVICE.

Client Overview

Client provides video platform as a service. Builds and manages platforms for its customers to acquire premium video content and make it available to their customers



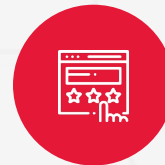
Solution

TechM provides managed services to Client's Entertainment Systems for B2B which includes

- 24*7 production support
- Web development/Fixes
- Mobile App development/Fixes
- Android/iOS certification validation
- DevOps(deployment, CR execution)
- Automation Initiatives

Objective

Customer needed managed services for their entertainment systems ongoing services ("OGS") function for B2B and B2C offerings



Value Delivered

- Managed high concurrency events without any incident
 - Received multiple customer appreciations for this.
- Open ticket count dropped from 100 to 35 (65% improvement)
- Resulted in higher customer satisfaction
- Automation of high traffic events validation reducing ~95% manual efforts
- Automation of EGP gap identification saved 25 hrs./week
- Development of tool to monitor discovery server health - saved 20 hrs./week
- Development of tool to fetch blackout channel. efforts saved 15 hrs./week



TechM Advantage

A rich managed service experience with presence across all geographies, managing varied scale of operations & business-lines. We have skilled resource pool, technology know-how, robust processes & unique delivery model to manage technology operations.

Our Managed Services model is a non-invasive approach to outsourcing, providing skills and competencies, with support tailored to customer requirements and the flexibility to implement and manage key projects as part of ongoing operations