

NCSS

Case Study Portfolio

Case Study 1: Coship Decoder installs for Tabcorp Australia wide



Industry: Entertainment & Gaming

Offering: IT Infrastructure

Solution Areas: Telecommunication Technology

Regions: Australia-wide

Requirements:

- Installation and real-time activation of 2400 decoders
- Co-ordination of effort of over 100 engineers
- Meet project timelines
- Logistics management
- Asset holding, "prep" and dispatch

Benefits:

- Leveraging off our agent network across the country
- Dynamic project management
- Excellent tools and resources
- Total visibility through comprehensive automated reporting
- "Getting the job done with no hassles"





Project Overview

Sky Racing, a world leader in multi-venue race broadcasting and the pioneer of satellite television in Australia, is owned by Tabcorp – Australia's premier gambling and entertainment group.

Sky Racing had around 1200 select venues requiring hardware upgrades to provide service continuity & redundancy protection for Sky's suite of broadcast channels (existing & soon to be released).

The Challenges

The deployment was across 1200 venues Australia-wide over 3 months with a strict completion date to coincide with Sky2 go live. The key challenges the team had to face were in the following areas:

Stringent time lines

Traditional projects would have a tight scope of work with sufficient time for planning the deployment. NCSS were faced with the challenge to not only implement a cost model but execute within a very tight time frame. The team had less than 24 hours to commit to the costs, resources and execution of Stage 2, but also completion within a 2 week time-frame to meet the national channel release date.

Changing Scope

Venues were funneled in 6 different batches with differing time lines and scope.

While they were all for the installation of analog decoders, some venues required the existing decoders to be swapped out. Modulators were to be installed if required to complete the integration to the venue's in-house MATV system. We needed to deal with the venue specific challenges as venue internal configurations and requirements were not always as per scope

Real-time Stock Management

As always, resources were limited and had to be disbursed in just the right proportion to ensure we met the requirements in all regions. Unless the technicians were onsite, it was not possible to determine the requirement for modulators.

We had a storm that hit Perth. The freight was held up at the airport for inspections causing considerable delays. Freight had to be redistributed that was currently held at some of the agent's locations.

We had to maintain day-to-day service maintenance demands as well as install decoders for the Sky2 project.

Customer Requirement

The tasks associated with this deployment included:

- Every venue required extraction of the old UEC decoder and installation of two Coship decoders on site, with one connected into the venue's MATV system.
- Every decoder is serialised and had to be activated real-time in the Sky Subscriber Management System (SMS) database to authorise the decoder for appropriate channel entitlements.
- Unique to each site that could only be determined once onsite, the technician had to identify the need for a modulator and install if required.
- Sky Racing database needed to be uploaded with the digital images of all installs once complete.
- All UEC decoders were shipped back to NCSS for testing and redeployment into NSW for TAB agencies where required.
- Sky Racing needed visibility to daily reports of installation completions, asset movements and issues.

The Solution

Call Management

To overcome the influx of calls from all agents to activate decoders, an online tool was created by the Project Team, which captured SMS messages sent by agents with the decoder number and other details. This was queued up on the website which could then be activated offline. This enabled streamlined processing of calls coming through for activation without keeping several agents delayed on hold over the phone whilst we were activating the decoders. It also kept our phone lines open for our BAU activity

Reporting

We published daily reports by phase by zone using Crystal Reports on the venues completed and in progress by stage.

Visibility on the progress was provided real-time to the customer on an internal NCSS website. They had auto-notifications sent to their email ids upon completion of the venues, and were able to view all site details and number of sites in various stages of completion down to the last details – tracking the modulator usage by site.

Inventory Management & Logistics

All assets were accounted for and shipped on time, based on stock availability. Based on the “load” of an agent in the respective region, a percentage of total stock was ordered to be able to deploy across all regions proportionately at the same time.

Given the delay in stock reaching some agents due to the natural disaster area in WA, stock from other locations was manually transferred to maintain traction. The team calculated alternate routes to get the parts to the agents.

Business-as-usual service was maintained by re-prioritising some of the sky2 sites to get the techs to fix a BAU fault as well as for the projects. We were actively modifying the schedules to achieve meeting the requirements of maintenance and project installations.

“Sky Racing turned to NCSS for their Sky2 deployment program because they reduce our time-to-market; have national exposure; provide a single reliable source for satellite contractor engineering, systems and services; and take total end-to-end responsibility for making complex solutions work.”

Luke Conaglen (Service Manager Media The Sky Racing Network)

Conclusion

By choosing NCSS, Sky Racing were able to meet the deadline to install all decoders at all 1200 venues within 3 months as planned. NCSS were able to demonstrate their capability to deliver the requirements with limited resources and coming up with ingenious solutions, making technology work for them.

By making a decision to provide modulators, they were able to provide a 10% cost savings back to Sky Racing.

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