



# Operational Management System Case Study

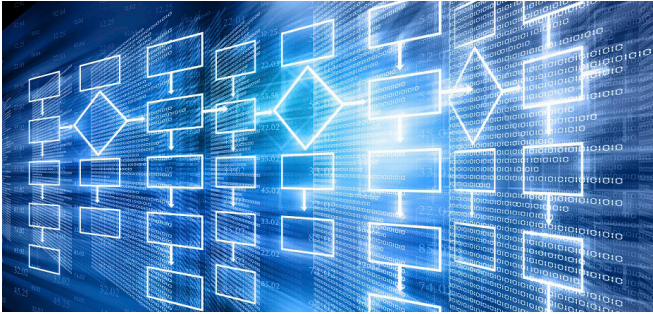
When Astro, a leading international broadcaster based in Malaysia, wished to augment their new broadcast facility with an Operational Management System, they selected iBroadcast due to its powerful data capture, efficient user interface, extensive library of free drivers and unlimited scalability.



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# Providing Orchestration



## Background

Astro serves 4.7 million residential customers and offers 183 TV channels (of which 53 are HD) delivered via DTH satellite, IPTV and OTT platforms. They were in the technical fit-out stage of a new DR broadcast facility and decided to implement an end to end control and monitoring system that could grow with the future demands of the new facility. Due to the speed of technological development in the broadcast industry, especially with the proliferation of IP technology, Astro needed a system that was simple to implement and configure by their local engineering teams.

In addition to the basic control and monitoring capabilities, Astro were looking to leverage an orchestration capability that could reduce the workload of operators by automating a number of previously manual and repetitive tasks. These included monitoring ingest workflows for video and audio QC, automatically checking playout files for content readiness and comparing pre-compression and post-compression signals for subtitle, video and audio PID availability.

## Solution

Astec implemented iBroadcast to provide an end-to-end orchestration system across lines, ingest, playout, subtitling, compression and engineering. At every stage of the operation, iBroadcast is monitoring thousands of parameters in real-time and using the data collected to provide insight into the status of the entire broadcast platform. Any issues are immediately escalated to operations teams via the intuitive user interface, enabling action to be taken before events cascade out of control.

The single, consolidated user interface offers a hierarchical view of the platform. The top-level screen provides a high-level overview of the real-time status of the entire facility, where any anomaly or issue can be quickly investigated by drilling-down into the affected area. In this manner, the operations team and engineers are never more than 3 mouse-clicks from the source of the problem, which offers unparalleled insight.

## Results

Following the implementation of these systems, Astro were able to adjust their operation from a reactive process to a proactive one. Automated early warnings allow for action to be taken in a considered manner, which enables operators to avoid taking steps to resolve issues at the last minute. With additional failsafe's and repeated automated checks, the broadcaster has been able to more effectively prevent quality issues and reliably follow broadcast regulations.

The consolidated view provided by the system allows for a performance improvement opportunity which was previously impossible. Operators are now free of the need to manually check each area of the platform and are able to respond to issues faster due to the reduced workload.

## Conclusion

Astro now has multiple layers of defence against technical and operational issues. This is provided by continuous monitoring of every component to ensure the entire platform is performing as expected. The ease of implementation means that the proliferation of the system across their main broadcast facility is already being factored into project planning, which will increase the scope of the system to provide real-time control and monitoring of both of their broadcast facilities, providing unprecedented insight and analysis capabilities. Automated workflows such as site diversity switching are being considered, along with future iBroadcast roadmap features such as Augmented Reality.

## Further Information

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