



Study – BIOS Assured - Media

OSN outsource critical IT infrastructure management to free up IT team to focus on initiatives that add business value.

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About OSN

OSN is a digital and online TV station with more than 150 channels. Simply put it is the best source of entertainment and sport in English and Arabic in the Middle East. OSN have offices throughout the gulf but are headquartered in Dubai, Media City.

Requirements

BIOS have had the privilege of working with OSN for many years. Indeed we not only helped them build a private cloud for their corporate IT but also built the IT infrastructure that supports their online streaming services, OSN Play and OSN Go. OSN are continuously innovating to provide a better experience to their customers and as such the IT team have many projects and initiatives to deliver to the business. It is with this in mind that the leadership team in OSN sought to outsource the daily, weekly and monthly management and maintenance tasks, to free up IT to spend time on projects that are value to the business.



The Outcomes

OSN decided to take a managed service from BIOS called BIOS Assured. The solution provided a means of alleviating the internal team from having to do mundane activities focused on keeping the 'lights on' and allowed them to focus on activities that contributes to the bottom line. It also provided OSN with:

- ✓ Real time monitoring for critical IT infrastructure
- ✓ A measurable SLA
- ✓ Auto alerting and ticket creation for issues occurring on critical IT infrastructure
- ✓ Access to Highly skilled engineers for a fixed monthly fee
- ✓ A scalable solution that removed the need for OSN to hire more IT staff
- ✓ Monthly reporting showing the resource utilization and tickets open/closed in the previous quarter.
- ✓ Reduce mean time to ticket closure
- ✓ A consistent high-level of support to any-user, any-location
- ✓ A truly processed approach to IT support
- ✓ Daily, Weekly, Month checks and tasks
- ✓ A 12 month program of IT infrastructure optimization

Solution

The solution consisted of placing agents on all critical VMs and Hosts. In addition a probe was placed on the network to monitor networking devices and storage. This provided real time information as to the health of OSN's IT. This was integrated into BIOS's ticketing and alerting system. BIOS's ITIL compliant NOC could then deal with any tickets the moment they arose. In addition a 12 month program of improvement works was agreed with OSN that would be undertaken by the BIOS field engineering team.

