

Broadcaster improves customer experience by automating supplier performance checks



The Challenge

To improve productivity by checking third party content delivery schedules against the television assets that have already been delivered to ensure no drop out or error



The Solution

Designed and deployed a Virtual Worker task force to cross reference all of the content that should have been delivered in from suppliers, on an hourly basis, against the content that has been delivered, enabling the client support team to chase providers that have not delivered their content in a timely manner



The Results

Proactive hourly checking of thousands of television shows and notification of any content that has not been delivered improving availability of shows for viewers and enhancing customer service

<input checked="" type="checkbox"/> Accuracy in transactions	100%
<input checked="" type="checkbox"/> Increase in productivity	90%
<input checked="" type="checkbox"/> Faster processing	1000%
<input checked="" type="checkbox"/> Complex Processes Automated	Yes