

Shaw Media Relies on TeamViewer to serve 25 Million Canadians

TeamViewer Helps to Operate an Extensive and Fast Network Pipeline



Shaw Media operates one of the largest conventional television networks in Canada, Global Television, and 19 specialty networks including HGTV Canada, Food Network Canada, HISTORY and Showcase. Global National, the early-evening national newscast, attracts almost a million viewers every weekday. Global Television also has successful local news programs in markets coast-to-coast, with 11 television stations spanning from Vancouver to the Maritimes. For more information about Shaw, please visit www.shaw.ca.

Challenges

- ✓ Troubleshooting and maintaining IT issues in 52 systems across 11 markets
- ✓ Traveling costs for on-site training across Canada
- ✓ Improving latency timing on pushing out hi-res graphics



Solution

TeamViewer dramatically reduced time spent on IT troubleshooting across all 52 systems. The massive travel costs once spent for sending training teams across Canada were entirely eliminated. TeamViewer created new and more efficient options for collaborating with teams and vendors that never previously existed.

Global Television, the television network of Shaw Media, is the home of many of Canada's most-loved television brands. Global Television reaches almost 100% of English-speaking Canadians across the country. Global National, the early-evening national newscast, attracts almost a million viewers every weekday.

More than twenty-five million Canadians a week count on Global Television for their news, information and entertainment.

Global Television incorporates 52 systems in 12 geographic locations across all five time zones in Canada. With 11 affiliate broadcast markets, it requires hundreds of staff members, outside vendors and collaborators to run the system.

All 52 systems require IT support for trouble shooting, maintenance and continual training. Additionally all 11 television stations receive their hi-res graphics from a single location. The entire system is intricately complex and connected point-to-point across Canada.

In order to be more time and resource efficient, the IT department investigated remote viewing solutions that would allow transparency into all 52 systems and centralize training, troubleshooting and the daily programming needs.

After evaluating several remote viewing offerings Global Television chose TeamViewer for multiple reasons. TeamViewer beat competitors in supporting hi-res, low latency windows to evaluate the quality of graphics.

With meteorologists in 11 locations, this capability of TeamViewer is a tremendous asset for local meteorologists in the Global Television network. They now log in via TeamViewer and plan their segments in a secure, central location.



Security is also an issue when working with third-party vendors to solve problems in the system. With

TeamViewer the IT department can invite unlimited collaborators to the system to address minor to complex problems in a fraction of the time.

"I recently had to include participants from Norway, Amsterdam and Vancouver to address a problem in the system," said Gerry Belec, Director, Technology and Design, Global News, Shaw Media. "In the past that would be impossible. But with TeamViewer, I was able to elegantly and easily invite everyone to the system and solve the problem in minutes instead of months."

Compliant with everything the IT department needs to do

TeamViewer is compliant with everything the IT department needs to do. When creating new content or implementing upgrades, Belec simply drags and drops them into all 52 systems in a matter of seconds.

"From a configuration standpoint, TeamViewer is the best," said Belec. "From a remote control component, we love it! And features such as the Computers & Contacts List have a great interface. We use every component of TeamViewer – from top to tail."

They can also check on the health of the system with an iPhone or iPad from any location allowing Belec and his team greater peace of mind on a daily basis.

"TeamViewer is a godsend. I don't know how we worked without it. It is part of our daily mindset now. It

would have been absolutely impossible to run any system of this size without it," said Belec.

In addition to the unquantifiable savings in time and resources for IT troubleshooting, collaboration and distribution of data, Belec says TeamViewer is saving Global Television a tremendous amount of money in training.

"I conduct all the training in real time from my office. Crazy how much time TeamViewer saves!"

"In the old days we sent trainers to all 11 markets and spent a ton of money to get things up and running," said Belec. "Now I conduct all the training through TeamViewer in real time from my own office." Belec estimates that Shaw Media got a full ROI on TeamViewer from eliminating the travel cost the first time they were able to address an IT issue remotely.

"It's crazy how much time TeamViewer saves," said Belec. "It's impossible to add it up. TeamViewer paid for itself in less than half of one flight to the furthest station location to take care of one problem." After a year and a half of using TeamViewer Belec said, "If it wasn't for TeamViewer, I don't know how we would keep our finger on the pulse of everything happening. TeamViewer is a great part of my day every day."

TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit: www.teamviewer.com

© Copyright TeamViewer GmbH 2012

TeamViewer GmbH
Kuhnbergstr. 16
D-73037 Göppingen