

Satellite Information Services (UK)

CASE HIGHLIGHTS

- Profiled Organization:** Satellite Information Services Limited (UK) provides television services via satellite, including production, broadcasting, data, and live pictures. SIS also delivers live news and sports event coverage, including Formula 1 racing and the Rugby World Cup. The company recently launched services in the US in partnership with INTELSAT, the world's largest supplier of fixed satellite services. SIS currently has approximately 500 employees.
- Challenge:** The IT staff faced tight deadlines for developing scripts to control satellites and maintain client accounts.
- Solution:** The QA department used Automation Anywhere's powerful commands and simple drag-and-drop interface to automate processes that formerly had to be done manually.
- Benefits:** Automation Anywhere slashed routine chores from approximately four hours to just minutes. Steve Greenhill, QA Engineer, says Automation Anywhere has allowed the IT personnel to spend more time on value-added work, instead of manual testing chores.

"I can just fly through these routine chores, so I can focus on the more complex stuff. Automation Anywhere is very quick for setting up scripts. For example, being able to drag commands across into your tasks is very fast, compared to hand-coding. It's probably 25 percent quicker than the competing product I was using before I came to SIS."

- Steve Greenhill, QA Engineer

BACKGROUND

Satellite Information Services is the foremost supplier of television programming and data services to the betting industry in the UK and Ireland. With its broadcast partners, SIS also delivers live coverage of news and sporting events.

ISSUE

SIS uses two separate applications to book customer service requests and control its satellites. It had also recently upgraded its legacy resource booking system to a new, state of the art system. As a part of the phased deployment the two systems had to run side by side before retiring the old system. SIS needed to automate the flow of data between the two systems, eliminating the need for manual input.

A new customer visits the Web-based booking system and requests satellite time and services. The booking system delivers the request to SIS. The engineers must then manually transfer the specifications from the order to the satellite management software in order to set up a satellite to serve the customer.

For each request, the SIS engineer must create a new satellite in the software, give it a name, change its parameters, set up a specific transponder and tell it where to point, etc. – all the details of setting up the physical satellite to fulfill the customer's request.

The IT staff were tasked with getting the two applications to communicate, to eliminate the inefficient manual transfer of data between the booking and satellite-control applications.

SOLUTION

The IT team reviewed the available automation products and tested a number of them. They selected Automation Anywhere, feeling that it was the best solution for their needs. The IT staff loved the simple drag-and-drop interface in Automation Anywhere to quickly generate tasks and speed the overall development process. They were able to automate the process it took to create the bookings in the Web based system as well as the process of allocating their resources, automatically, using the software.

Steve Greenhill's work includes many other mundane testing tasks that are also obvious candidates for automation. With Automation Anywhere, he says, "I can just fly through these routine chores, so I can focus on the more complex stuff. Automation Anywhere is very quick for setting up scripts. For example, being able to drag commands across into your tasks is very fast, compared to hand-coding. It's probably 25 percent quicker than the competing product I was using before I came to SIS."

BENEFITS

Automation Anywhere drastically reduced the time testers spend on repetitive and/or routine chores. Tasks that formerly took as long as four hours are completed in minutes.

Steve Greenhill appreciates the Automation Anywhere features that are lacking in competing products, such as the workflow designer, which he calls "topnotch." "For me, it was a new approach to building scripts, and it's impressive. For example, the way it can interact with Excel and populate the data – it's easy to do, because it's simply a case of dragging commands. And the options you get when you drag them across are impressive, too – they always seem to cover whatever you want to do."

"I was surprised by how much the software cost – in a good way. The number of things you can do is impressive compared to its competitors, especially for the price, and I think that's a massive plus for Automation Anywhere." – Steve Greenhill, QA Engineer.

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PRODUCT INFORMATION: AUTOMATION ANYWHERE

Automation Anywhere is an intelligent automation software for business & IT tasks. No programming required. Enterprise license includes state of the art drag and drop automation, remote deployment, Visualizer, Workflow designer, image recognition and many more features. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com> or call our sales hotline +1-888-484-3535.