



CASE STUDY

INDUSTRY:

MEDIA & ENTERTAINMENT

**BUSINESS SOLUTIONS
DELIVERED**



CASE STUDY

INDUSTRY: MEDIA & ENTERTAINMENT

Distribution Journey continues with technical support 24*7 leading to largest music distribution company

CLIENT

Client is an American entertainment company. A technology driven leader in Music distribution & artist and label services.

EXECUTIVE SUMMARY

There are a lot of enormous files that businesses in the media and entertainment sector need to share and store. Being a multimillion distributing system, enormous amount of data is stored and used in multiple applications. This yearns client to be technologically strong and competent to be top in the industry. The rising clientele urged them to have a strong technology support system and asked STS came as a guardian since past several years.

PROBLEMS

Technology is ubiquitous. From Phonographs to streaming the music took a lot of technological advancement and staying channeled with the ever-changing technology is competitive.

TECHNOLOGY STACK

Language:

- Python
- React JS
- GraphQL
- PHP

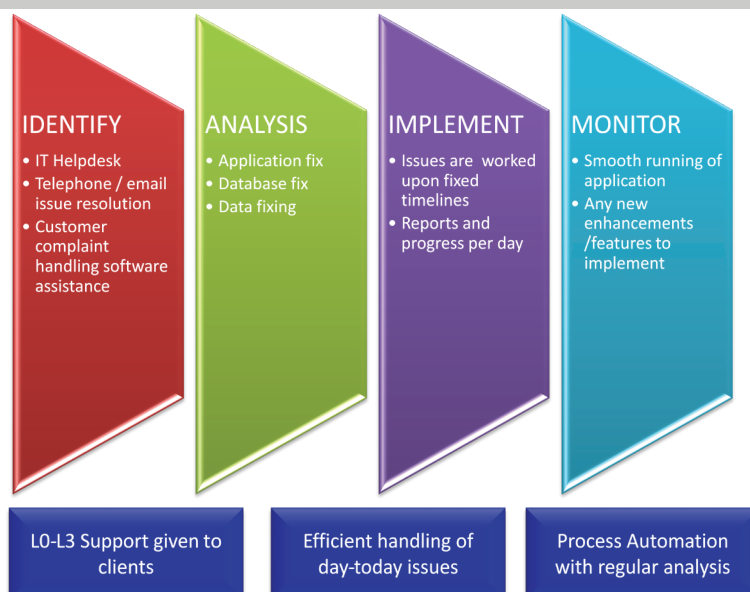
Database:

- Neo4j
- MySQL
- Snowflake
- No-SQL DBs

SOLUTION

STS has provided an offshore support centre with simplified customer technical service expertise that has assisted business customers in gaining a competitive advantage through the use of integrated electronic channels and business processes. Without technical assistance customers will be in chaos. We verified that the complete programme runs without any issues. This entire project was handled in the form of SLA driven approach.

A look at our Technical Support with business automation



We support customers in the form of L0 – L3 with different functions.

L0	L1	L2	L3
<ul style="list-style-type: none"> • Solution from knowledge based • Call handling • FAQ Support • Escalation to L1 related to software issues 	<ul style="list-style-type: none"> • Ticket Registration and confirmation • Basic Trouble shooting issues • Emergency technical support • Service level reporting 	<ul style="list-style-type: none"> • Infrastructure, network, database, fixes • Root cause analysis by replicating the code • Process automation • Configuration management • Rights Management 	<ul style="list-style-type: none"> • Application Upgrades • Enhancement development • Performance tuning

BENEFITS

- 60% reduce in manual efforts of optimization of uploads
- Customer Satisfaction has increased
- Process automation has helped minimize human errors

HIGHLIGHTS

- On-time delivery of quality deliverables
- All technical queries are being handled with precision