



# Workforce Automation for a Broadcast Innovator

*TechDiscovery provided an overall "health check" of a critical broadcast satellite workforce management system.*

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## **The Client**

Dish Network is a US-based provider of broadcast satellite television products and services.

## **The Challenge**

Due to the overwhelming demand for direct broadcast entertainment, digital video recording of live TV, and data services, Dish Network quickly grew to more than 20,000 employees and 15 million subscribers. This rapid growth required agility, poise and disciplined business operations, yet many of its customer support processes were manual and unreliable.

Dish Network developed a proprietary workforce management application, which was primarily used by 200 dispatchers to organize the appointments of 10,000 field technicians who made approximately 35,000 customer visits per day. Order intake was growing by the tens of thousands and the volume and transactional through-put was having a negative effect on the system. The resulting performance was unreliable, consequently having a negative impact on subscriber acquisition.

Dish Network needed a scalable, dependable system that aligned with its business processes to support their immediate and future demands. By virtue of a competitive bid and overall excellence in delivery and quality, TechDiscovery was awarded a Master Services Agreement to be the sole IT Professional Services team to manage the enterprise core application.

*“The depth of experience and resources within TechDiscovery has helped us fill important gaps. TechDiscovery is both experienced and agile – a vital combination for successfully delivering technology solutions.”*  
*VP of Technology*

*“TechDiscovery had the development, database, and IT architecture knowledge we needed to meet our needs and comply with SOX processes.”*  
*Senior IT executive*

## **The Solution**

Using the proprietary TDFlex™ development methodology, TechDiscovery’s workforce management team set out to evaluate the total cost of ownership and reusability of the current system, as well as any commercial off-the-shelf technology as a replacement. TechDiscovery led the RFP efforts from several commercial software products, judging both functionality and technical architecture as part of the overall scoring.

Additionally, TechDiscovery provided an overall “health check” of the current system. The process included:

- Complete and accurate requirements gathering
- Use case development
- Target Architecture and Integration design

In the end, with TechDiscovery’s assistance, Dish Network was able to re-engineer its current application at a much lower cost than replacing it, while continuing to meet its growing needs.

## **The Result**

The re-engineering process began in July 2005 and lasted nine months. During the following three years, TechDiscovery continued to deliver enhancements directly related to the efficiency and functionality of the workforce management system.

With TechDiscovery, the system availability increased to an impressive 99%. This increase alone achieved the base return on investment. However, many more cost benefits were provided and Dish Network witnessed many other successes such as:

- Increased security compliance
- Increased throughput
- Increased responsiveness
- Extensibility via SOA and Web services
- Full redundancy and fail over capability
- Dramatically reduced defect rate
- Increased usability
- Improved scalability to accommodate a growing number of daily users