



CASE STUDY: SUPERSPORT SYNERGY APPLICATION

About SuperSport

SuperSport is a South African group of television channels owned by MultiChoice and carried on the DSTV satellite platform. It provides sports content in South Africa and abroad. It also provides sports coverage in many other African countries. It is the former world's biggest broadcaster of live rugby and cricket.

Challenges for SuperSport

- SuperSport faced problems in terms of standardization of business critical processes
- Limited capability in the Enterprise Transformation space
- Less integration within the systems and limited system capabilities
- Problems faced with the legacy scheduling system
- Product integration and testing capabilities

Project Description

SuperSport engaged the Nihilent team to implement integrated projects for Process Optimization and Project Management practices. As part of the project, Nihilent worked as the development and maintenance partner to the company, providing critical help in development of a new Scheduling and Contract Management system along with dashboards for real-time information executives and management. Nihilent also helped in achieving seamless system integrations, while providing consulting and bespoke workflow management services, along with testing, verification and validation.



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Business Benefits

- Comprehensive, Flexible and Adaptive Solution
- Integrated Performance Management System
- Media Operation Enhancements
- Reduction in Scheduling system errors and better Schedule Management
- Improving processes, and removing process redundancies and inefficiencies
- Increased customer service satisfaction, reduced customer acquisition costs
- Reduction of manual effort by 75% by EPG improvements

Platform and Technologies

- **Platform and OS:** Microsoft Windows and iOS
- **Programming Technologies:** C#, MVC5, WebApi, WPF, WCF
- **Development Tools:** Visual Studio 2008, 2012 and 2015
- **Database:** MS SQL Server 2012 and Oracle 11g

Nihilent's Role

- Nihilent has been chosen as a preferred partner for continuous engagement for IT Solutions and Operations Delivery for M-Net
- Nihilent team has been involved in many strategic initiatives for the client
- Nihilent consulting team has helped business solve complex process and application problems by identifying and analyzing business critical problems
- Nihilent team has time and again completed various process engineering assignments which lead to improvements in the business processes

About Nihilent

Nihilent is a global consulting and solutions integration company using a holistic and systems approach to problem solving. Headquartered in Pune, India, Nihilent's executive team has several decades of experience in international consulting, IT outsourcing and IT services. Nihilent's operations span North America, Europe, Africa, Australia, Middle East and Asia. Nihilent Australia is a subsidiary of Nihilent. Our mission Change for Performance encapsulates our commitment to make change happen systemically in terms of people, process, technology and knowledge for achieving sustained performance for our clients.