BBC

Pro-Cloud®

CASE STUDY

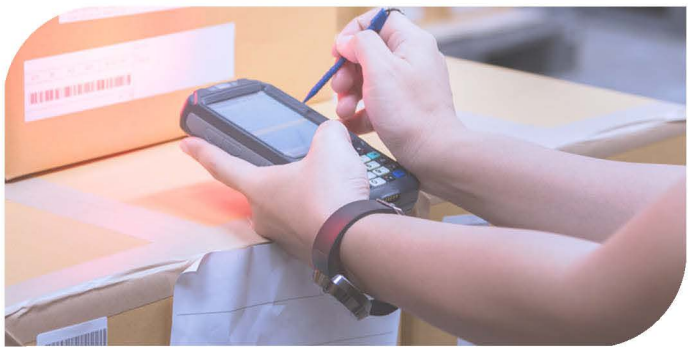
The BBC Partners with CSS (Europe) Limited to deliver an asset management solution to meet the organisations specific cataloguing requirements, providing features and functionality to enable precise storage location management, auditing, and reporting of the BBC's 7 million media assets.

Objective:

To find an asset management solution for one of the largest archive databases in the world incorporating audited asset tracking, cataloguing and real time logistics. Essential integration needed to be provided through secure API's to facilitate accurate online searching across their 7 million physical media assets.

Solution:

CSS worked hand in hand with the BBC project team and post detailed planning and essential project group integration. Any project risk comprehensively mitigated an executive decision at the BBC Archives, made to implement the cloud based Pro-Cloud to replace the legacy solution. The solution would make use of the extremely fast Zebra TC75 scanning devices to facilitate perpetual inventory checks, fast find and replace archive operations. The solution would also achieve high levels of failover capability through Wifi and 4G operating capabilities spread across a wide range of devices.



Implementation Process:

The CSS implementation process known as the Pro-Cloud Bridge methodology incorporates standard project management methodologies into an in-house system implementation process. The key stages of the 12-week implementation process are:

- **Project Mobilisation**
- **Business Discovery**
- **User Acceptance System Setup**
- **User Acceptance Testing**
- **Training**
- **Data Migration**
- **System Launch**
- **1-month Post Launch Review**

Signoff checkpoints are applied to progress through the key stages, ensuring the customer is always 100% satisfied with completion of the stage point. The process incorporates an iterative 'Review and Improve' at the end of each project stage.

The Helpdesk Team are engaged with the project 1-week before system launch, ensuring the team are aware of the new customers process.

Challenges faced:

- **Overcoming negative experiences that the BBC faced from its previous system and concerns over Pro-Cloud and CSS's ability to deliver**
- **Inventory checks were not being completed properly due to slowness of legacy systems and corrupted data**
- **Asset audit trails were incomplete**
- **Assets were being misplaced and therefore could not be retrieved**
- **Executive demand for success was at the forefront of objectives**

Problems solved:

We are proud to say that the challenges that the BBC had with their archive database have been resolved:

- ✔ **BBC's previous system was incapable of processing multiple inventory checks without failure. The test was to take 6 scanners into the Vault and scan around 3000 assets within an hour and review the inventory check report. The system performed 100% without failure, overcoming their reservations.**
- ✔ **Assets are always created in Pro-Cloud properly with no lost information - gaining real-time visibilty of their catalogue of assets.**
- ✔ **There is now a streamlined auditing process, with a complete history of asset movements.**
- ✔ **Pro-Cloud system availability is excellent, always achieving zero downtime through full failover.**

Testimonial:

"The BBC Archives procured the Pro-Cloud Product from CSS in 2017. We have worked together to tailor the Pro Cloud Stock management Product to meet the BBC Archives specific requirements.

CSS (Europe) provided features and functionality to enable precise storage management, auditing, and reporting of the BBC's 7 million media assets.

The CSS team took the time to understand our business needs, including all the intricacies of such a historic Archive, and how we would like to use the system to deliver our business processes; once launched, CSS (Europe) worked with the Archives team to migrate our data from our existing stock management product ensuring accuracy and rationalisation throughout the process.

CSS (Europe), having a clear understanding of our business process, have provided the training and training support for users. This has been a straightforward and well documented process enabling the Product to be quickly adopted by the user base.

The Archives have been successfully using the product since its deployment - it meets our current requirements and we are satisfied that it will continue to do so."

Through replacing their legacy asset management solution with Pro-Cloud the BBC have made considerable cost savings whilst gaining huge operational efficiencies in a short 12 week programme.

The benefits to the London Archive have been so extensive that other departments of the BBC organisation will be implementing Pro-Cloud in Q4 of 2019.

Automate Everything