

COLOHOUSE CASE STUDY.

WORLD VIEW TELEVISION CUSTOMER SUCCESS STORY



ORGANIZATION

WORLD VIEW TELEVISION

INDUSTRY

TELEVISION/COMMUNICATIONS

BUSINESS NEED

HIGHLY STABLE INFRASTRUCTURE & MULTIPLE LOW
LATENCY CONNECTIVITY OPTIONS

COLOHOUSE SOLUTION

100% UPTIME SLA & CARRIER-NEUTRAL CONNECTIVITY

Customer Success Story: World View Television

Results

- Maintain 100% uptime on all applications hosted at ColoHouse
- Guarantee clients and their end-users significantly higher service levels
- Multiple carrier options for direct, stable bandwidth
- Enabled WVT's clients to seamlessly connect to their CDN
- Receive responsive, 24/7 infrastructure support

“We do everything in our power to keep our customers happy. All positive feedback since we've moved to ColoHouse has been on the stability of the service. Systems are stable, everything runs perfectly. In this industry uptime is everything and you guys are providing it.”

Sebastian Velasquez

World View Television, Inc.

Customer Overview

World View Television is one of the largest satellite providers in Latin America. For more than 10 years, the company has distributed content for television systems within cable, satellite, MDS and IPTV.

World View Television also develops innovative Over-the-Top (OTT) concierge services for Spanish-language television networks – enabling these networks to deliver content to end-users globally through a variety of devices.

Leveraging their vast network of partners, the company provides clients with state-of-the-art technology, satellites and CDN services.

Business Challenge

World View Television's mission, in part, is to provide underserved Spanish-language content and brands to the United States. As World View began to expand their business while enhancing their network portfolio to include a variety of popular Spanish-language channels, their ability to deliver content into markets beyond the U.S. and LATAM came somewhat unexpectedly. New demand from European markets meant that World View Television would need to deliver consistent access to content for end-users globally. Time-zone variability suddenly played an increasing role in the need for zero downtime - outages were inexcusable - no matter the hour. World View Television also acknowledged the importance of delivering the same superior level of service in which their U.S. and LATAM end-users had grown accustomed.

Ultimately, World View Television recognized the need for high availability colocation services that would also be agile enough to support globally distributed applications. Solid infrastructure would be at the forefront of WVT's growth plans.

Solution Requirements

Infrastructure outages were simply unacceptable.

World View Television recognized they needed to partner with a data center that could provide stable infrastructure and 100% uptime so that they could deliver consistent access to content for end-users on a global scale.

Another requirement was Miami.

The company knew they wanted to partner with a data center in Miami because it is geographically closest to LATAM – with the most stable source of internet. Once their applications get to the U.S., they can provide quality service to other countries.

Next were ISP's.

World View Television knew they needed diverse access to a variety of bandwidth providers. They had network partners requesting access to various carriers – and WVT wanted to directly connect these customers with no additional points of failure and with as little packet loss as possible.

Customer Success Story: World View Television

Support was another issue.

World View Television knew they needed a data center that could provide 24/7 support. Since consistent, global access to applications was now deemed necessary for business growth, WVT needed to know that if they had an issue, data center support would be extremely responsive. Proactive notification of any maintenance or potential service issues would also be a requirement of the new data center provider.

ColoHouse Solution

Availability

Since WVT first established a presence at ColoHouse Miami, the company has enjoyed the high quality of technical support and increased availability that ColoHouse has made the hallmark of IT infrastructure services. The ColoHouse Service Level Agreement (SLA) supports 100% uptime, eliminating frustration for WVT's network partners and end-users.

Connectivity

With on-net access to more than 20 Tier-1 and Tier-2 carriers, ColoHouse Miami offers clients with U.S. or LATAM networking needs a redundant, secure home for their IT infrastructure that easily connects to their desired users globally. ColoHouse's in-house Meet-Me-Room guarantees direct access to a range of top-tier carriers that offer low latency and consistently high performing networks with no additional points of failure. This quality differential ensures that applications always have peak connectivity.

Support

ColoHouse provides onsite support technicians with 24/7 availability to handle a range of customer requests. SLA support ticket acknowledgement is an industry leading 5 minutes and also provides for guaranteed proactive notifications for any company changes, maintenance or critical issues.

Bottom Line

ColoHouse's colocation and connectivity services can support globally distributed applications. 24/7 responsive technical support provides WVT with the peace of mind they've been seeking. With highly available, redundant colocation services from ColoHouse, World View Television can focus more on business-critical initiatives and worry less about their data center infrastructure.

