



MEDIA WORKFLOW SOLUTIONS

Case Study

Fortune 50 Company Video Production Team Leverages RAP to Streamline Remote and Hybrid Work

The customer: Fortune 50 wireless network operator

The solution: Scale Logic's Remote Access Portal (RAP)

About RAP

Scale Logic's revolutionary RAP works with any SAN or NAS device, providing ultimate security and control while enabling remote workforces to access on-prem storage for both proxy and high-resolution workflows.

"With the hours of time we've saved, we can now spend more time being creative than actually worrying about things like copying and transferring ... having RAP certainly makes the case for us being remote more often."

—Media Manager/Editor



About The Customer

As one of the world's leading providers of wireless networks, this Fortune 50 company's Employee Communications Group oversees the production and distribution of corporate news to its global workforce. The group is responsible for producing more than 250 videos, 100 webcasts and 150 events every year—as well as a daily newscast.

The Challenge

Prior to March 2020, the company's editing studio was the central work environment for six editors. When the pandemic hit and the team began working from their own homes, they struggled with the task of uploading and sharing files remotely.

Without access to local drives and Scale Logic's shared storage solution, the team decided to use a third-party app. However, doing so negatively affected their productivity.

"Using file sharing sites was really cumbersome because we were always uploading and downloading, and it was taking multiple steps to get project files from other editors, so we were constantly being slowed down," says the team's Media Manager/Editor.

As one example, the editors often had to "babysit" large transfers of files. "If a producer uploaded 50 clips, it was sometimes too large to compress so you'd have to constantly watch to see if the downloads were happening—and if not, then you'd have to download individual clips. It was a less-than-ideal way to work."

In their search for a less cumbersome and more permanent solution, the company turned to Scale Logic. They had been using Scale Logic technology for years for their media storage needs. Ideally, their solution would easily integrate with their current storage system.

The key lay in Scale Logic's Remote Access Portal, which launched in mid-2020.



The Solution

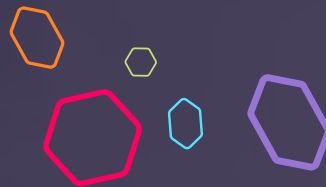
Also known as RAP, this 1U Linux® appliance solves the complexities of remote editing for both proxy and high-resolution workflows. It does this by enabling remote workforces to access content on the on-prem storage in the exact same way they would when connected over internal LAN—only this is done securely over a HTTPS port.

RAP is storage-and MAM-agnostic, and can work with any SAN or NAS device. In this case, the company was able to seamlessly integrate RAP with their existing high-performance storage solution.

“With RAP, our editors can easily sync to each project via the shared storage, and have been able to manage the same level of collaboration with editors that we had as when we worked onsite,” says the Media Manager/Editor. The system pushes content to the remote locations, allowing clients to work on an on-prem cache and then to sync those changes back to the on-prem storage.

“It’s been great and everything is just a click away now,” he adds. “I can just go into a project folder and grab the assets I need. Plus, it’s much easier to see what everyone else is working on. And if I need to collaborate on a project, I can give project access to others.”

RAP also keeps track of versioning, sending updated files back to the main facility.



The Results / Benefits

RAP has been warmly received by the editing team, as well as by other freelancers like motion designers. An editor can simply send a direct link to their renders folder, providing access to important files and asking the freelancer to upload back to that folder. "Our editors have seen how this improves their workflow, and it's been a real time-saver for us," says the Media Manager/Editor.

As more and more organizations adopt a hybrid working environment, he sees RAP being helpful for editors—especially as more people physically return to the studio, and make occasional commutes between home and office.

"Some of our editors would come in a couple days a week, but they would have to transfer footage to their travel drive before heading home," he says. "Before RAP, you'd see them sitting there after 5 p.m., just waiting for that footage to transfer so they could work from home the next day."

He estimates that using RAP has saved editors from one to three hours per transfer. "With the hours of time we've saved, we can now spend more time being creative than actually worrying about things like copying and transferring," he says. "Plus, now our editors can be home earlier with their kids because they can just push files to their drive with the click of a button, and then it syncs while they're commuting home. So having RAP certainly makes the case for us being remote more often."

The team's Engineering Manager also credits RAP for providing psychological benefits to the editing team. "During the craziness of 2020, RAP helped give our team a sense of normalcy—allowing them to feel like they were working from the office, together on one server, and not hundreds of miles apart in their homes," he says. "The accessibility that RAP provides—being able to access it from almost any device—has certainly helped with engagement, as well as keeping everyone focused on their work throughout the pandemic."

Moving Forward

Now, the team is looking at how else they can capitalize on the RAP solution. "Now that we've got RAP up and running for the sole purpose of editors not being in studio, we hope to identify what else we can get out of it," says the Engineering Manager. This includes—but is not limited to—extending usage of RAP to other employees for video reviewing purposes, by generating a link that can be shared right from the Scale Logic storage system.

"The great thing about RAP is that it's also turned our great storage system into an excellent overall solution," the Engineering Manager adds. "We have always had reliability with Scale Logic, and RAP has added even more value. We're looking forward to seeing what more Scale Logic has to offer."