

## Shaw Broadcast Services Relies on absMessage for Centralized Message Management and Resource Analysis

Shaw Broadcast Services  
(formerly Canadian Satellite



Communications/Cancom) provides direct-to-home satellite TV service to roughly 830,000 customers and redistributes radio and TV signals through cable systems. Shaw delivers more television and radio signals to North American broadcast redistributors than any other single-source satellite supplier. This multi-disciplinary team of engineers, technologists and service personnel are at the heart of all of Shaw Broadcast Services' business activities. They have advanced knowledge in telecommunications, direct-to-home (DTH), broadcast, cable, interactive and satellite networks.

Mahmood Shad, Systems Administrator at Shaw Broadcast Services explains the major role that absMessage from SEA plays.

"My division was new to the System i when we purchased our server and wanted to monitor the system with professional software. We have been using absMessage and like the features it provides our group. We did our homework when choosing a message and resource management software solution. The main reason we decided to go with absMessage was for its advanced features, SEA's great support and price. When we first trialed absMessage we liked all the features and it provided what we needed in terms of functionality. The training from SEA was great, the support was always prompt and I was always able to speak with a live person from the initial call."

Shaw Broadcast Services relies heavily on absMessage for its system resource management functionality. As Mahmood explains, "the ability to maintain scripting within absResource is a great function. We have many system resource and job checks with scripting setup, which has helped enormously with our daily business activity. We are constantly adding new scripts to absResource as we find more useful ways in which we can use the absMessage software to increase efficiency, increase productivity and automate procedures."

Mahmood also loves the centralized, user friendly, system message management that absMessage provides.

"Our previous method of maintaining messages from our systems was not user friendly and difficult to track. We were able to incorporate our previous message management setup with absMessage where we are now able to manage System i messages in a user friendly view. We are able to keep the other message management setup since we have a diverse data center with other platforms reporting to this older setup."

"absMessage has already helped in preventing our system from crashing", explained Mahmood. "We had a CPU spike on one of our systems that absMessage alerted us to immediately and we were able to take action. If it was not for absMessage alerting us, our system would have gone down, affecting the production of our company."

Mahmood has also been able to utilize SEA's support and development to address new needs he has in his System i environment.

"When I call SEA with a question or request it is attended to quickly. I have requested additional features to be added into absMessage and development has been very responsive in adding them into the software. These requested features save me valuable time and automates that previous manual process."

**Mahmood sums up the strength and attraction of absMessage.**

"When I first trialed absMessage I knew it was definitely the solution we needed. We now rely heavily on absMessage for our daily tasks and system checks. We are able to allocate resources to other datacenter needs knowing absMessage is in place. absMessage has provided Shaw Broadcast a vast amount of opportunity and the support SEA has given us is superb. We are very happy and satisfied with absMessage. We know that Shaw Broadcast Services and SEA will have a long term relationship."