

Case Study

Spidercam

About

Sports fans around the globe know and appreciate the spectacular camera shots produced in stadiums and arenas these days. The breath-taking bird's-eye view images are realized with so-called spidercams®: These are special cameras that "fly" over the field or court on Kevlar wires. The company spidercam GmbH, with the same name, is the world leader in this area. Operating in different countries, the company has branches in Germany, Austria, Australia and the United States. Most spidercam® systems used for sporting events and shows are rentals. spidercam® takes full logistical responsibility for these heavy systems, furthermore ensuring the cameras are safely installed and successfully operating on the ground by their staff.

Herbert Neff, CEO of spidercam GmbH:

"When problems arise that our crews on location can't fix themselves, we can connect to the systems in question using AnyDesk. Our technicians can then work as if they were right there on the remote computer and can fine tune settings, for example.

AnyDesk has shown us that it can rise to the challenge. Performance is noticeably better than our previous solution, and everything runs smoothly."

The Challenge

Reliable camera performance anytime

Failure is not an option when it comes to delivering successful live events. To support the crews on location, spidercam® technicians and support workers can be reached via hotline around the clock. The experts in Austria and Germany can remotely access the industrial computers that are used to control the spidercam® systems.

However, the former remote support software was becoming less and less convincing as Herbert Neff, CEO of spidercam GmbH, recounts: "We were having recurring performance issues with remote support, making our employees' jobs more difficult. The crews on location are under extreme time pressure to install these systems. If they need help, we can't afford to have IT slowing things down during remote access. Also, our previous provider's licensing model wasn't cost-efficient for us."

The Solution

AnyDesk provides a high-performance remote desktop tool

Following a series of intense tests and advice from an external IT consultant, spidercam decided to switch to AnyDesk. The decision makers especially liked the speed and usability: Thanks to the special video codec, AnyDesk convinces their users with a high refresh rate and low latency, ultimately making it possible to work smoothly on remote computers.

"With all the logistical work involved when our systems get transported halfway around the world for big events, it is critical for our clients and for us that they perform problem-free. Our engineers are available around the clock and can respond within 30 minutes," explains Herbert Neff.

Whenever needed, spidercam's five engineers in Germany and Austria use AnyDesk to make setting changes to spidercam® systems installed on location. Support workers can quickly connect to the control computer using AnyDesk, allowing them to see the remote PC's desktop on their own computer and carry out any necessary changes in no time.

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solution

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locations

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performance issues

The Result

Benefits

What makes AnyDesk a great solution for spidercam?



High performance ✓

Fast remote access thanks to a high refresh rate and low latency



Usability ✓

A streamlined and easy to use tool with just the right amount of features



Reliability ✓

Reliable support for the crews that are under extreme time pressure



Attractive licensing model ✓

Transparent pricing structure and licensing model

