



RADIO TELEVISION  
HONG KONG  
香港電台

## Splendid TV and Radio Programs powered by Reliable and Efficient Technical Operations



### COMPANY PROFILE

Radio Television Hong Kong (RTHK), the sole public services broadcaster in Hong Kong, is also the only local broadcaster providing radio, television and online broadcasting services to the Hong Kong community. RTHK operates 12 distinctive radio channels in Cantonese, English and Putonghua, with transmission on FM, AM and digital (DAB+). RTHK also runs three digital terrestrial TV (DTT) channels. In addition to its own DTT channels, RTHK's TV productions are broadcast on two free-to-air TV stations and other pay channels.

### Engineering and Technical Operation Outsourcing

In order to focus on media content development, RTHK has outsourced the complex engineering and technical operations. Taking a series of factors such as credibility and relevant expertise into consideration, PCCW Solutions was selected as RTHK's service provider through public tender. To date, PCCW Solutions has been providing technical services for RTHK over 50 years.

PCCW Solutions has employed hundreds of broadcasting professionals including transmission engineers, sound engineers, TV engineers and cameramen to provide high-quality technical services to RTHK. The collaboration between RTHK and PCCW Solutions is coherent and effective. PCCW Solutions complies with the operation standards set by RTHK, streamlines the operation procedures and holds regular meetings to address daily operating issues and problems. In case of emergencies, both parties will proactively communicate with each others to tackle the issues together.

### Challenges

- Require experienced technical manpower to support operations
- Demand for stable broadcast systems to run operation 24/7
- Seamless integration with existing broadcast and program delivery systems

### Solutions

- Full broadcast solutions for radio and television services from hill-top transmission systems, broadcast facilities to manpower support
- Provision of broadcast services including engineering and production operations, technical services and maintenance

### Value Created

- High quality, professional production and technical support
- Maintain back-end system efficiently to support 24/7 operation
- Enjoy costs efficiency by outsourcing technical operations
- Mitigate project risk through proven industry experience



## Full Spectrum of Technical Services

PCCW Solutions offers wide range of technical services from the installation, operation and maintenance of sound and television studios to the 24-hour facility management of transmitting and receiving systems.

### Technical service for transmission system and radio facilities

- Provides technical operation, maintenance and technical support service for hill-top transmission systems such as digital terrestrial TV, digital audio broadcasting, traditional AM/ FM transposers
- Provides specialized technical operation and maintenance support for RTHK's radio broadcast facilities including central control room, continuity studios, production studios and digital-based systems

### Provision of manpower for TV's program broadcast and production

- Provides specialized staff to manage TV program's broadcast and production, including video shooting, lighting and audio control as well as post-shooting production, such as video effect mixing, quality control and checking.

- Apart from conventional broadcast, PCCW Solutions also supports program delivery in other forms of media such as on the Internet and the Interactive Voice Response System (IVRS)

Recently, PCCW Solutions has also participated in producing and broadcasting important events such as the record breaking live transmission program "This Morning" and "Election 360".

## A Trusted and Professional Partner

RTHK has enjoyed cost savings and efficiency gain under the outsourcing partnership. Project risk is mitigated through PCCW Solutions' proven implementation and industry experience. Relying on PCCW Solutions' technical and maintenance support services, RTHK can focus on core business in launching a variety of content-rich programs to serve the broad spectrum of audiences in Hong Kong.

Through a team of dedicated staffs with specialized skills and domain knowledge, working 24/7 to provide reliable service in maintaining the transmission and broadcast systems efficiently, it enables RTHK to provide timely coverage, quality assured audio and TV broadcasting.

RTHK will have rapid development in the next few years, especially on digital terrestrial TV, digital audio broadcasting, or the digitalization and tapeless of broadcasting facilities. PCCW Solutions, as their trusted partner for years, will continue to maintain the high level of quality and deliver more innovative services to accelerate RTHK's digital transformation.

### About PCCW Solutions

PCCW Solutions is a leading IT services company in Hong Kong and mainland China. We adopt the latest technology to help clients create business value and success in the ever-changing economic environment. We offer a wide range of services including digital solutions, IT and business process outsourcing, cloud computing, system development and solutions integration, data center hosting and managed services, e-commerce and IoT solutions. PCCW Solutions is committed to meeting customer needs to help them achieve business goals and transform digitally.