

Case Study

Telos Infinity® VIP Takes the King with Chess.com

Telos
INFINITY® | VIP





The Client: Chess.com

Chess.com was founded in 2005 when co-founders Erik Allebest and Jay Severson decided the world needed a better chess website. Now in its 20th year, Chess.com has over 225 million members and a vibrant community with millions of people active each day. Chess.com livestreams matches about 300 days each year and offers over 500,000 puzzles and learning tools such as game reviews.

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The Problem: Keeping Remote Teams Connected



Chess.com's mission is to grow and connect the global chess community. To achieve this, they started with Open Broadcast Software (OBS) and, over the years, grew their broadcasting infrastructure to include talent and cameras. In August 2022, Mike Buetsch joined Chess.com as Director of Broadcast Engineering and Production, and under his guidance, fully remote broadcast teams began producing live matches all around the world.

Buetsch knew that with a dispersed work force, a cloud-hosted comms system was a must. But, despite being cloud-based, he wanted to provide his team with a familiar working environment.

“We needed an intercom system to match what you might see in a broadcast truck or physical studio,” says Buetsch. “With a fully remote team, Intercom became the backbone of producing a high-quality show, while allowing us to keep workflows matched to what many of our team members were used to from physical production spaces.”

Readily available hardware, easy installation, and stellar support were also a must.

With his game plan in hand, Buetsch began researching solutions that would meet his key criteria.



The Solution: Telos Infinity® VIP Virtual Intercom Platform

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While exploring his next move, Buetsch discovered that only Telos Infinity VIP, a fully-featured cloud-based intercom system, delivered the features his team needed.

“We had two tenets we wanted to adhere to,” says Buetsch. “The system had to be cloud-hosted, and the hardware had to be easy to install.”

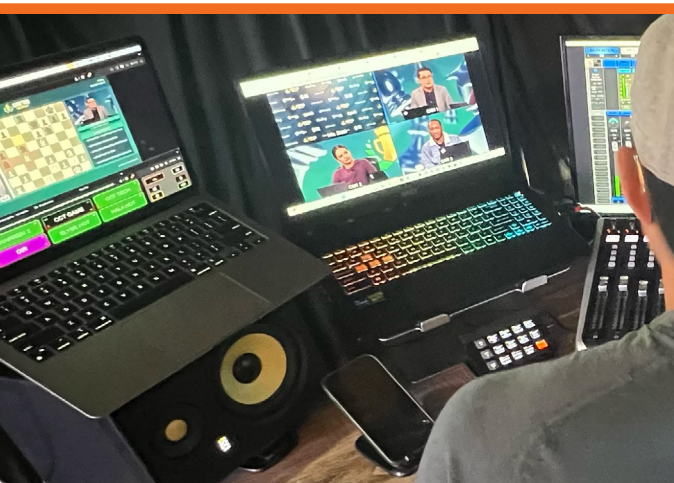
“I think the most interesting part [of our operation] is how remote everything is for us,” he notes. “It’s not uncommon for us to acquire signals and work with partners in ten or more countries on a single production.”

The cloud-based workflows that Infinity VIP facilitates proved a flexible and responsive communications system for effectively connecting talent, production, and match competitors. VIP’s inherent flexibility supports the diverse off-site/on-site environment of Chess’ productions, while providing on-the-fly scalability – essential for broadcasts that often require up to 60+ cameras and 250+ transmission paths.

Upon choosing Telos Infinity, Chess’ first move was to install the intercom panels. In addition to being simple to deploy, they provide the tactile comfort of hardware while seamlessly integrating with Infinity VIP software to provide remote comms control. Their familiar 16-key layout allows the production team to prioritize quick response time and fast decision-making.



Transmitting audio through the cloud on a global scale is no easy feat, and Chess.com has a few extra pieces on the board to help deliver high-quality audio to its viewers. Low-latency audio transport is key to real-time communication for remote teams, and swXtch.io's cloudSwXtch and Vizrt Group's NDI multicast connectivity solutions significantly reduce the audio delay that commonly challenges cloud-based workflows.



How did the choice of Infinity VIP play out for Chess? According to Buetsch, it's a game-winner. "Infinity handles all of our production communications, from the show coordination amongst crew to talent talkback with our producers."

Checkmate:

Telos Infinity VIP helps a distributed workforce feel like they're sitting at the same board

To produce world-class broadcasts, Chess.com's remote global team needed to keep its broadcasting team connected. Telos Infinity VIP makes that possible, linking production crews across continents while delivering the flexibility and scalability they need. With Telos Infinity VIP, the Chess.com team is always two moves ahead.

See how Infinity VIP can help you win.
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