

Irdeto Gains Unparalleled Visibility and 56% Faster MTTR With Splunk

Key Challenges

Irdeto needed a solution to meet customer demands and troubleshoot application issues fast, especially during high-demand events like the streaming of the U.S. presidential debates.

Key Results

By deploying [Splunk Observability Cloud](#) and [Application Performance Monitoring \(APM\)](#), Irdeto's teams cut MTTR by 56% and almost halved their log management costs.



Industry: Online Services

Solutions: Observability

Products: [Splunk Cloud](#), [Splunk On-Call](#), [Infrastructure Monitoring](#), [Application Performance Monitoring \(APM\)](#)

No organization can succeed if it isn't secure first.

Irdeto is a software security and media technology company that serves customers from over 20 countries, including brands like Paramount, Google Play, and Hyundai. Its solutions power streaming services, prevent video game piracy, and secure keyless entry systems for car manufacturers. During high-profile media events like the U.S. presidential debates, Irdeto's solutions work overtime to ensure video streaming works without a hitch. Its cloud-based services are designed to handle huge data loads, but it also needed a partner to help handle the scale of license requests. And its teams were looking for an efficient, metric-focused observability solution to improve the speed and accuracy of issue detection and resolution.

A long-standing customer of Splunk Cloud, Irdeto deployed Splunk Observability Cloud in 2022, gaining complete visibility across operations, increasing alert fidelity, and improving SOC team efficiency. Together with Splunk On-Call, this enabled a more proactive approach to customer response times and vast improvements in KPIs.

Round-the-clock observability, when it matters most

Irdeto's key goals were to accelerate MTTD and MTTR, as well as proactively detecting and resolving issues within its applications.

Previously, Irdeto used a log-based DRM software, which struggled in periods of high demand. When customers stream high-profile media events on TV and mobile devices, Irdeto's DRM software can receive up to 400,000 license requests per second from customers. This influx delayed troubleshooting and the internal solution struggled to keep up and missed logs.

Deploying Splunk Observability Cloud has transformed this process and made it more metrics-driven. Splunk's Application Performance Monitoring (APM) has accelerated MTTR by consolidating data, enabling complete visibility, identifying and resolving anomalies quickly, and, critically, pinpointing the issue's point of origin in the service flow.

Outcomes

- Accelerated MTTR by 2.25x
- Detected 5x more incidents before impacting customers
- Cut log management costs by 45%

Steve Harte, lead monitoring engineer at Irdeto, highlighted the benefits of this observability: “The biggest green flag is the real-time monitoring of observability. We did not allow anyone to run real-time searches on our infrastructure before because it was too costly. But today, we have that level of observability.”

Gaining real-time monitoring has reduced MTTR from 18 minutes to eight. Over the last six months, Irdeto’s teams have been able to use the observability platform to identify issues before customers are affected in more than 50 instances.

Empowering Irdeto’s engineers, customers, and beyond

Using Splunk has strengthened Irdeto’s digital resilience, leading to greater customer confidence. APM has been a major contributor to this process, giving developers greater insight to find issues faster when they’re troubleshooting existing applications and spinning up new products.

With 70% of Irdeto’s 1,000-strong workforce being engineers, usability is a top priority. Splunk’s functionality, flexibility, user-friendly interface and wide range of configuration options are valued highly. Andy Shaffer, director of operations, highlighted how Splunk’s support as a vendor has been invaluable to operations, stating, “The expertise, training, feedback, and support we receive from Splunk, are far beyond what most vendors offer and make us far more resilient in the face of the unexpected.”

In addition, Splunk’s support for OpenTelemetry was one of the main drivers in Irdeto’s decision to deploy Splunk Observability and remains a critical factor in the success of the partnership. The ability to generate, collect, and export telemetry data boosts business resilience by democratizing data, streamlining observability efforts, and enabling the team to troubleshoot issues faster.



Our decision to deploy Splunk Observability came down to two factors. The first was the OpenTelemetry support. We are a huge OpenTelemetry supporter within Irdeto, and we wanted to make sure all our traces were following that standard. The second reason was the feedback from developers and engineers on the user interface, and how easy it was to get around from logs to traces.”

Andy Shaffer, Director of Operations,
Irdeto

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