



Charter Creates a Single, Real-time Version of the Truth with Imply

About Charter

Charter Communications, Inc. is a leading broadband connectivity company and cable operator serving more than 30 million customers in 41 states through its Spectrum brand. Over an advanced communications network, the company offers a full range of state-of-the-art residential and business services including Spectrum Internet®, TV, Mobile, and Voice.

Challenge

Charter knows that the customer expects those services and more. Customer satisfaction continually expands to include better reliability, competitive pricing, and exciting new features. By extension, the growing expectation is to continually understand and react quickly to the customer. Charter recognized the advantage of being able to instrument, collect, and continually analyze the performance of its platforms to drive improvements in both the product and each customer's experience.

Solution

The solution that had worked previously needed reevaluation. The execution of a strong vision brought the progression from directing a stream of data to managing a torrent. We slowed our existing development and began a comprehensive evaluation of several technologies—some new, others old.

A surprising conclusion emerged. The best platform for scalability and customer usage was Imply. In particular, this platform emerged when paired with the exceptional services provided by the Imply team. Their support and the extensive expertise of a team of developers facilitated the migration of a core component of our network analytics to the Imply platform.



Leading broadband connectivity and cable operator.

Challenge

Needed a single real-time version of the truth.

Solution

Imply has empowered users to take ownership, experiment, and improve the way they use the data.

Results

- 10x increase in data storage
- Doubled handling of messages per second
- Monitoring and Operations vastly more predictable

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Jacob Ferlin, Data Platforms,
Charter Communications, Inc.

Ready. Set. Go.

Over time, this platform has been adopted across groups and organizations, providing a common language from which Charter team members can identify, solve, and communicate customer issues in real time.

Results

To date, we have seen approximately a 10x increase in data storage (~200TB). And forget concerns of handling 25k messages per second; it now averages twice that, with bursts spiking into the 100–150k messages per second range.

Our monitoring and operations are vastly more predictable. When issues do arise, most are resolved within minutes.

Today and Beyond

Our partnership with Imply and further adoption and enablement of Imply has led to an increase in our 'average' data temperature. More of our data has shifted into the 'hot' (0.1 – 3s, recent, highly concurrent, highly interactive) and 'warm' (5 – 30s, less recent, highly concurrent, some interactivity) zones.

Our monitoring and operations are vastly more predictable. When issues do arise, most are resolved within minutes.

More Insights

Whether you are a Druid expert or data analytics driven, Imply Customer Stories will give you insights into how to build and leverage better data-driven applications.

Checkout more Imply Customer Stories at imply.io/blog



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