



CASE STUDY

Live Video Can't Wait: How a Global News Network Cut Troubleshooting from Days to Minutes, with Packet Proof

One of the world's largest media companies reaches 100 million people each month with breaking news and in-depth business and finance coverage. When high-stakes business decisions depend on real-time information, the company's streaming and digital services demand reliable network infrastructure.

The customer's Network Engineering team has long used cPacket's high-performance packet brokers to acquire, curate, and deliver packets to its network monitoring tools at line rate. But as services expanded and workloads moved between private cloud and on-premises infrastructure, the team needed to gain sharper and more consistent visibility of network behavior.

Meanwhile, the corporate technology team was exploring ways to improve support for live television, radio, and digital production. Multicast and Real-Time Transport Protocols (RTP) video issues are notoriously difficult to diagnose, because such traffic is highly variable, latency-sensitive, and often encrypted. When video quality deteriorates or connectivity fails, troubleshooting often disrupts production and pulls network engineers away from other critical work.

Traditional investigation workflows could find problems, but could take days. Both teams needed to reduce mean time to identify (MTTI) and mean time to resolution (MTTR), without sacrificing the accuracy or control of packet-based observability.

cPacket Observability: AI-powered insights, grounded in packet truth and scaled across the enterprise.

cPacket's Unified Network Observability Platform was one of several tools under consideration. It brings together packet delivery, capture, and analytics in a single architecture – creating an end-to-end pipeline that turns packet data into context-rich intelligence.

But what really set cPacket apart was its ability to address the customer's larger operational problem with AI-assisted workflows – shortening the time between "something is wrong" and "here's why." Instead of presenting AI concepts or roadmaps, cPacket demonstrated examples of real-world fault-finding investigations in real time.

Critical Challenges

- **Broadcast troubleshooting:** Engineers needed to quickly pinpoint issues involving RTP, IPTV connectivity, and multicast before they impacted subscribers' experiences.
- **Limited application visibility:** Existing tools did not adequately map applications and data flows, complicating fault isolation.
- **Management confidence:** Technical leaders wanted packet-level evidence to verify findings and answer executive questions with confidence.
- **Operational disruption:** Escalations frequently interrupted planned engineering work with time-consuming investigations.



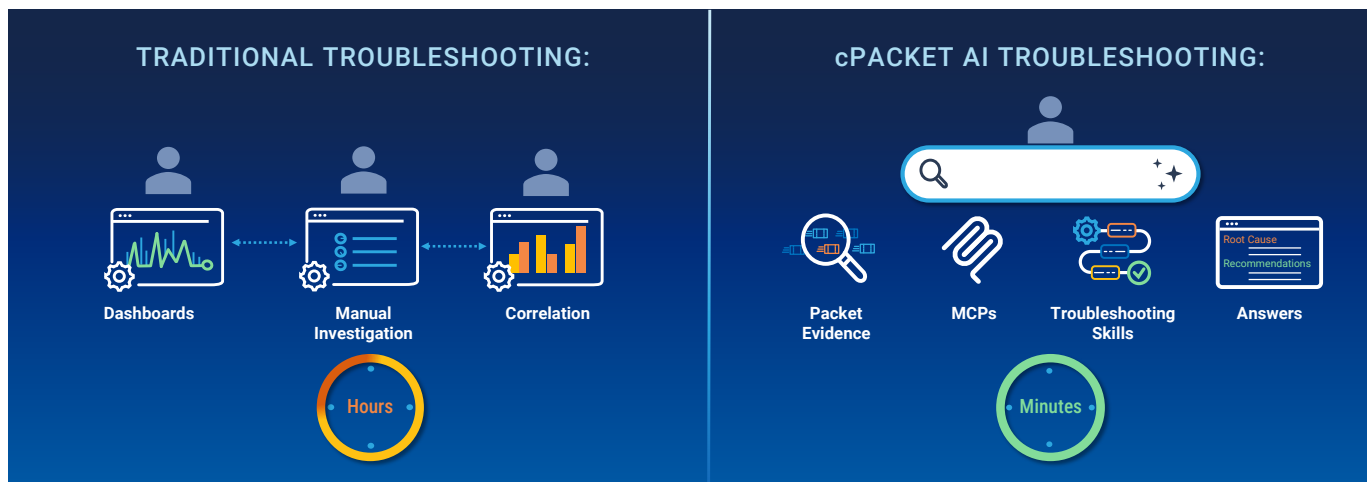
"Dashboards tell you something's wrong. Packets tell you what actually happened. When a live feed breaks, I can't go to leadership with a theory. I need evidence, and packets are the one source nobody argues with."

– Network Engineering Lead

cPacket AI fundamentally changed how the company's teams move from reported issues to diagnosis.

Instead of multiple engineers manually correlating data from disconnected dashboards, one engineer asks questions in plain language through their company's approved LLM. Purpose-built MCP (Model Context Protocol) servers give the AI access to cPacket metadata and session metrics, while encoded skills reason over the data using the same troubleshooting methods of an expert engineer.

The system returns evidence-based answers about possible root cause and suggested remediation steps – faster than building a dashboard query by hand. Every AI finding links back to the underlying PCAP. The engineers can validate and stay in control of every decision and action.



From Fire Drills to Fast, Trusted Answers

Packet-Level Trust

When AI findings are verifiable against PCAP data, engineers and managers have a trusted source of network truth.

Fast & Repeatable Investigations

cPacket Skills help standardize troubleshooting and reduce reliance on one-off manual analysis.

Management-Ready Answers

Technical leaders can answer executive questions using underlying network data instead of waiting for engineers to manually assemble findings.

Broadcast Visibility

Multicast and RTP analytics help engineers pinpoint video quality and connectivity problems at every hop of the transmission.

AI-Guided Investigations Cut MTI from Days to Minutes

For the customer's technology teams, the value of AI comes down to time saved and trust earned.

Using cPacket's AI-guided investigations for multicast and RTP incidents, MTI dropped from days to minutes, while average MTTR fell by 55% over the first month. Engineers can quickly move from a reported problem to packet-backed answers, while managers can verify findings and respond confidently to operational and executive questions.

By combining faster investigation with verifiable packet data, cPacket gives the organization a more efficient way to protect the performance of its global media operations – without asking teams to choose between speed and trust.

About cPacket



cPacket is modernizing network observability for the AI era. Built on trusted packet data, the company's Unified Network Observability Platform delivers complete visibility, real-time analytics, and explainable AI insights across hybrid and multi-cloud environments. The result is faster detection and resolution of performance issues, stronger security posture, and greater operational resilience. Global finance, healthcare, and technology enterprises and government agencies rely on cPacket to ensure network reliability and business continuity at scale. Built for the world's fastest, most demanding networks – solutions are certified for SOC 2 (Type I and II), FIPS 140-2 and AICPA compliance. Find out more at www.cpacket.com