

— CASE IN POINT | DATADOG + CHARTER

Charter's Journey to Reducing Monitoring Costs with Datadog

Charter
COMMUNICATIONS

How Charter optimized Datadog usage to drive **\$1.6M in annual savings**, cut **alert volume by 60%**, and scale observability across teams.

From Noise to Insight: Unlocking Scalable, Cost-Efficient Monitoring

Business Challenges & Technical Solutions

Engagement Results

Audited monthly custom metrics spend & pinpointed improvement areas

\$1.6M in annualized savings

Flagged redundant/high-volume Istio metrics & optimized tagging to cut costs

48% reduction in custom metrics volume

Cut Akamai metric volumes by removing low-value, high-cardinality tags

64% fewer false positive alerts

Built dashboards to track top metric contributors & enable ongoing tuning

2x faster average incident response time

Optimized monitors to boost relevance & remove noisy, low-context alerts

27% enhanced dashboard consistency & version control across teams

Created standardized dashboard templates & automated backups for consistency & version control

23% reduced duplicate/mis-tagged metrics