— CASE IN POINT | DATADOG

Charter's Journey to Reducing Monitoring Costs with Datadog

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

Charter®
COMMUNICATIONS

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

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