



Between live feed and firewalls

Managed IT-security for Cologne media broadcaster

Client Success Story



BETWEEN LIVE FEED AND FIREWALLS

THERE ARE NO DO-OVERS IN THE MEDIA BUSINESS.

About the client

A modern media and production center with a focus on innovative remote productions and streaming solutions. Directly connected to a global network, the company offers comprehensive expertise in video, streaming and intercom technologies; including internal control of all services. Customers include well-known productions with global relevance that rely on the ability to produce content efficiently from remote locations without the need for traditional OB vans on location.

Thanks to its central location at the heart of the German media landscape, the company combines technical excellence with practical proximity to production companies, creating a powerful basis for broadcast and media projects of all sizes.

When we broadcast an international sporting event while several camera trains run in parallel, feeds are edited, processed and played out worldwide in real time, every millisecond counts. A delay becomes visible, instability is public, errors go viral.

I am the Technical Director of an international media company specializing in remote productions, major sporting events and live events. At the same time, we manage dozens of projects: from national leagues to global tournaments. Our infrastructure combines temporary event locations, fixed production sites, cloud platforms and international partners.

Agility is our business model. Reliability is our currency. And something that has long been underestimated: Cybersecurity is not a compliance issue in our environment, but an operational risk.



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The real threat in live operation

Our systems move unpublished image and sound content, confidential production data, sensitive customer and contract information as well as access data to streaming and distribution platforms. If such information is tampered with or falls into the wrong hands, if a feed is disrupted or an attack occurs during a live event, it would be no ordinary IT incident: it would be a publicly visible disaster.

Despite these risks, we didn't have a dedicated CISO or ISO certification. Instead of paper compliance, we wanted real, effective security without jeopardizing our performance. Because one thing was clear:

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A security solution that increases our latency is not a solution.

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The challenge: security without sacrificing performance

Our infrastructure is special: temporary event networks are created in just a few hours, high-performance data streams transport video feeds almost in real time, production processes run remotely and scale dynamically in the cloud. Every additional component

is critically examined - CPU load, memory requirements and network overhead are measurable variables for us.

We were looking for a solution that monitors around the clock, detects attacks early, prevents manipulation and protects customer data, all without noticeable latency or significant resource consumption. In short: security that can be seamlessly integrated into our agile project world.

The change in perspective: security as an enabler

After intensive discussions, we decided on a managed security architecture with RIEDEL Networks and the RIEDEL Enterprise Defense [R.E.D.] solution. It wasn't just the technology that convinced me, but also the understanding of our industry. Instead of heavyweight agents or resource-hungry monitoring software, the result was an architecture that analyzes network-based data, processes log data efficiently, correlates events centrally and keeps storage requirements to a minimum without compromising performance.

We tested the system during a running production phase. Result: no measurable delay, no impairment of data streams, no dips.



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If I can't see any difference in the production monitor, that's the best compliment I can pay to a security solution.

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Implementation under real conditions

In our industry, there are no classic rollout windows or „quiet weekends“. The integration had to take place during ongoing operations. From connecting the core networks and securing temporary event structures to monitoring our cloud environments and production servers. Scalability was particularly relevant: during major events, our infrastructure grows in days and then shrinks again. The solution had to adapt flexibly - and it did just that.

Real time remains real time

Today, a Managed Security Operations Center monitors our entire production and company infrastructure. Unusual login patterns, anomalies in data traffic or potential manipulation attempts are detected and evaluated in real time. Critical incidents are escalated immediately; and all this without slowing down our data flows.

Neither the CPU load nor the memory requirements have increased significantly, and our live workflows remain as fast as ever. Our customers don't notice any difference. Only when we tell them that we are even better protected today.

Trust as the basis for business

In the media environment, trust is everything. Rights holders, sponsors and event organizers rely on content being safe from leaks, manipulation or loss. Thanks to 24/7 monitoring, clearly defined response times and structured evaluation of security incidents, we can credibly honor this trust.

I regularly receive precise technical reports tailored to our operational reality: compact, understandable, without the typical compliance-speak. Security is no longer an abstract topic for us, but a lived practice.

Agility remains our core

What I particularly appreciate: Security has not slowed down our flexibility. We can continue to connect new event locations at short notice, adapt production workflows, test technological adjustments and dynamically scale cloud resources without having to rethink our security architecture every time.



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Security must not be a stop sign for us, but must function like a net that cushions the fall into the depths.

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This is exactly what we have achieved.

Conclusion

We have not collected any certificates and have not created any additional management levels. Instead, we tried to build operational cyber resilience for a media company whose heart beats in live production. This means protecting content, customer data, production capability and reputation - while maintaining performance.

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When the picture is still, it's too late.

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Today I know that there is a safety net working in the background that is just as fast as our production. And in the world of live sport and real-time events, this is precisely the crucial form of reliability.



Get in touch

RIEDEL Networks GmbH & Co. KG

✉ RN-sales@riedel.net

☎ 06033 – 9169 100

💻 riedel-networks.net



About RIEDEL Networks

RIEDEL Networks is a privately held, global network provider focused on tailormade networks and managed security services. We are listed in the Gartner Magic Quadrant for Network Services, Global, as a niche provider specializing in mid-market international enterprises and the media and events sector. With our own global backbone, we help companies be connected worldwide. Our services include internet connectivity, MPLS, SD-WAN, SASE, Cloud Connect and much more. Our customers come from a variety of industries and value quality, security and reliability. RIEDEL Networks is a 100% company of the RIEDEL Communications Group in Wuppertal, Germany, and is fully privately owned by Thomas Riedel.