Engineer Support

Ran 24/7 support for ~1,000 IPTV/OTT servers

Provided round-the-clock 24/7 infrastructure support for an IPTV/OTT streaming platform, administering ~1,000 servers plus client-owned systems for global customers in China, the US and Germany.

2015 – 2022

1,000

servers supported around the clock, worldwide

Situation. This was an IPTV/OTT streaming platform with customers spread across China, the US and Germany, which meant there was no quiet hour to do maintenance in — someone, somewhere, was always watching. Downtime on a platform like that isn't an abstract metric; it's someone's television just stopping, and they don't care why.

Task. Keeping the platform's infrastructure available around the clock was the job — genuinely around the clock, not "business hours plus an on-call rota nobody answers."

Action. 24/7 support ran for roughly a thousand servers, plus a good number of client-owned systems on top of that — administering them, monitoring them, keeping them secured and configured across the whole streaming estate. Because customers sat in three very different time zones, "after hours" didn't really exist; a problem at 3am local was primetime for someone else, so it got treated as primetime. A lot of the work was noticing something drifting before it became an outage, because on a live streaming platform you don't get to fix things quietly after the fact.

Result. The platform stayed continuously available for a global audience, with problems caught and dealt with at whatever hour they turned up, before they reached a viewer's screen. On a 24/7 service that's the whole job — success looks like nothing happening, which is exactly what the viewers wanted.

Bring this experience to your project

Use “Ran 24/7 support for ~1,000 IPTV/OTT servers” as a starting point for a similar challenge in your organisation. The services behind this work are available for your project. The laptop, the printer, the login and the mailbox, sorted quickly and in plain language, without anyone feeling foolish.

Explore our services Get in touch →

Look behind the result

Read the situation, decisions and result in this example. We can discuss which parts transfer to your constraints and which need another approach. Ran 24/7 support for ~1,000 IPTV/OTT servers — 1,000 servers supported around the clock, worldwide

Explore our services Get in touch →

Need round-the-clock infrastructure support?

Talk through your project with the engineer responsible for delivery. We agree the scope, price basis and handover in writing before work begins.

Role context: Infrastructure Engineer. It draws on Infrastructure, Cloud, Reliability & Backups, Monitoring & Observability, Networking & VPN, Linux & Servers and System Administration. And while you are here, we are rather good at Site Reliability & Monitoring, System Administration and IT Support & Helpdesk.

Get in touch Explore our services

One piece of **a longer record** — and it is all on this site.

Every entry is written the same way: the situation, the task, what we did and what changed.

See the whole record

Define the improvement you need

Describe the device or service, the observed symptoms and the data that must be preserved. We can establish the safest useful diagnostic step.

See what it costs Get in touch →

Need round-the-clock infrastructure support?

Ask about the decisions behind “Ran 24/7 support for ~1,000 IPTV/OTT servers”. You will speak with the people who can explain the work and assess your own project.

Explore our services

welcome@engineer.company +45 50 10 61 84 Copenhagen, Denmark

Take this page with you

Contact card

Carefully Crafted With Love by D.

CVR 45969703 · Tagensvej 105C, 3. th, 2200 København N

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