Diskover

CUSTOMER PROFILE

IDC Digital is a bi-coastal post-production company founded in New York in 1984, with a Los Angeles facility opened in 2019.

Its teams provide content delivery, localization, dubbing, captioning, subtitling, digitization, and master quality control for episodic series and films, serving clients in more than 80 countries.

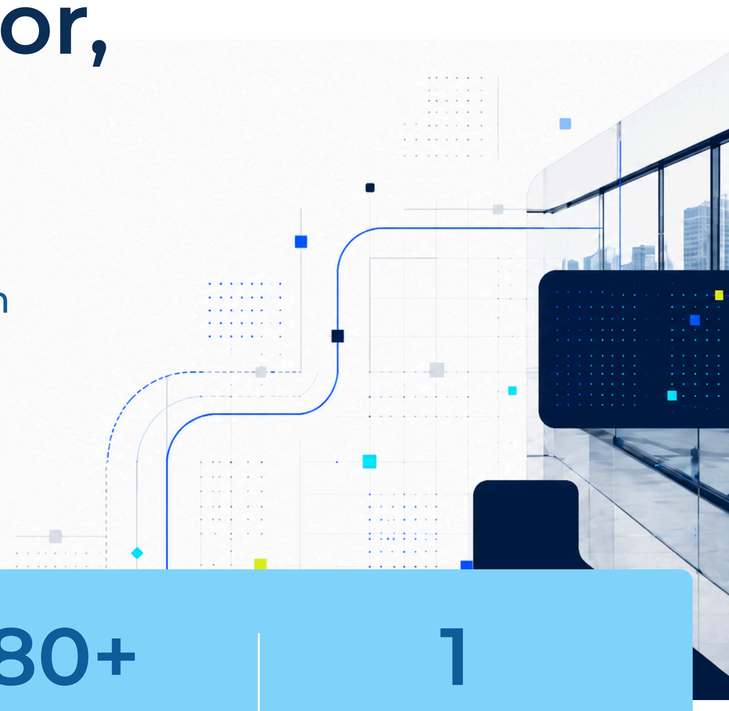
The LA facility houses a digital intermediate theater and a Dolby Atmos suite, and processes large volumes of media for studios and streaming platforms. Netflix named IDC Partner of the Year 2021 for asset quality and project management.

IDC

CUSTOMER SUCCESS STORY

Every file accounted for, every 30 minutes.

How IDC Digital's Los Angeles facility automated media intake, tracking, and search across on-prem storage and cloud backup with Diskover.



20K+	30 min	80+	1
files delivered a month to clients around the world	between full re-indexes of every file system	countries served by NY and LA facilities	place to find any file, its status, and its media specs

At a glance

IDC-LA delivers more than 20,000 files a month across episodic series, films, and legacy catalog titles headed for video-on-demand platforms. Every incoming asset has to be located, verified, proxied, checked, and moved through a fixed series of steps before a person picks it up for profiles or QC. Before Diskover, confirming where a file was and whether it had arrived meant a steady stream of notes to the data manager and back-and-forth with clients.

Diskover indexes every IDC-LA file system every 30 minutes, along with the cloud copy kept for disaster recovery, and puts the full inventory in one searchable catalog. Files land in a set folder, a proxy is created, a passing proxy moves the file to the next stage automatically, and a failing proxy stops the workflow until someone steps in. Producers and customer service reps see arrivals, status, and media specs such as run time, bit depth, and frame rate in one place, and the team is notified when it is time to move files on.

The "where is the file" notes largely disappeared. Customer service reps answer clients from the Diskover metadata catalog instead of asking them, operators pull up specs without opening the source file, and a cloud-archived asset is found in the index and requested back with a work order. IDC-LA meets studio-scale demand with a smaller footprint, and its intake workflow runs the same way for every client.

Facts

INDUSTRY
Post-production and digital media services for film, episodic, and streaming.

DATA
Client masters, proxies, deliverables, and media files across an on-prem production storage estate and a cloud copy for disaster recovery.

STORAGE INDEXED
All IDC-LA file systems plus the cloud disaster recovery repository, re-indexed every 30 minutes.

USERS
Producers, customer service reps, production engineering, and operators who search the catalog.

LOCATIONS
Los Angeles facility, working alongside the New York office, with clients in more than 80 countries.

DEPLOYMENT STAGE
Production since 2022. Automated intake and tracking workflow built on Diskover, with the Xytech Media, MediaInfo, and OpenEXR enrichment plugins and file action plugins for self-service.

WHAT'S NEXT
Extending automation to more of the steps that happen before a person is needed, and custom workflows designed per client at onboarding.

DISKOVER WORKS ACROSS

Cloud · On-prem · Hybrid · NAS · SAN · Object · Tape · Archive · Data lakes · Lakehouses · AI/BI/ML

Diskover

About Diskover
Diskover helps enterprises structure unstructured data across cloud, on-prem, and edge environments, making it easier to search, govern, optimize, and deliver file data for compliance, analytics, and AI-ready workflows.

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Diskover

CUSTOMER SUCCESS STORY

> *Before these workflows, I handled data management and constantly got notes from the team confirming receipt of files or asking where they were. Those notes largely disappeared when we installed Diskover because of the software's extensive Elasticsearch capabilities. It also allows us to pull up media information like run time, bit depth, and frame rate, so teams can easily review metadata associated with the files they're working on.*
>
> **Mike Tosti**
> **Director of Production Engineering**
> IDC LA

CHALLENGES

INTAKE AT STUDIO SCALE
More than 20,000 files a month arrive electronically from clients worldwide, each needing to be located, verified, and routed before work can start.

WHERE IS THE FILE?
Producers and customer service reps depended on the data manager to confirm arrivals and locations, generating a constant stream of notes and client back-and-forth.

SPECS LOCKED INSIDE MEDIA
Checking run time, bit depth, frame rate, or audio configuration meant finding the file, sending it to an operator, and opening it, one request at a time.

REMOTE, SECURE, EFFICIENT
With less in-person client oversight and more remote work, every tool had to be secure for the infrastructure and efficient for a deliberately small team.

SOLUTIONS

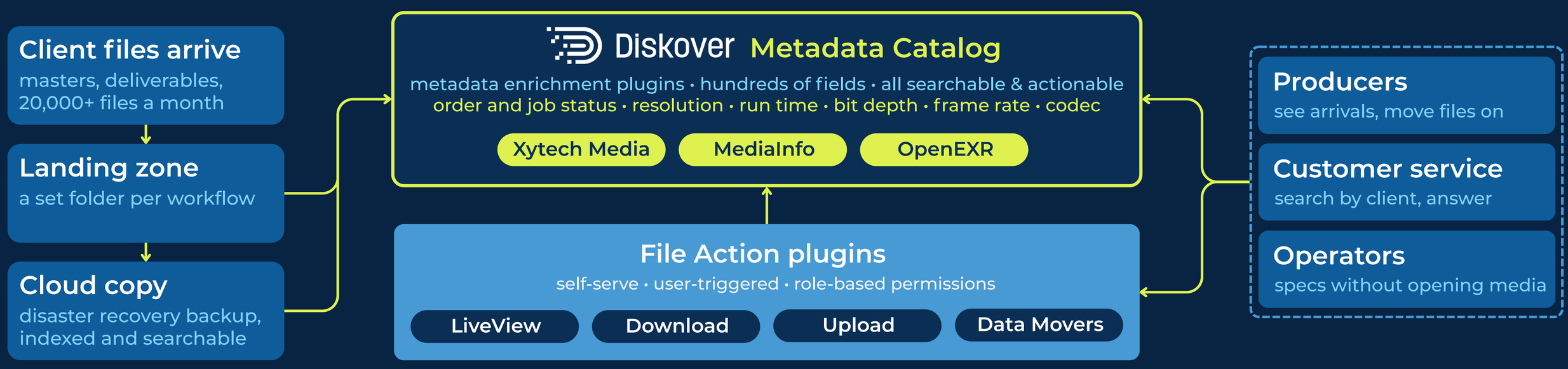
THE WHOLE ESTATE, ONE CATALOG
Diskover scans every IDC-LA file system and the cloud disaster recovery copy on a 30-minute cycle, so the catalog always reflects what is on disk and in the cloud.

AUTOMATED INTAKE WORKFLOW
Files land in a set folder, a proxy is generated, a passing proxy moves the file to its next stage, and a failing proxy stops the flow until a person reviews it, with Diskover and Xytech Media driving the steps.

MEDIA SPECS IN THE INDEX
Media metadata such as run time, bit depth, and frame rate is harvested into each file's record, so teams review specs from the catalog without opening the media.

SEARCH BY CLIENT, TAG, OR NAME
Anyone on the team searches by client, studio, tag, file name, or part of a file name, narrows the results, and finds cloud-archived assets to request back with a work order.

Every file system indexed every 30 minutes.



OUTCOMES

NOTES THAT STOPPED ARRIVING
Requests to confirm receipt or find a file largely disappeared once the team could see arrivals and locations for themselves.

FASTER PATH TO QC
Files move from landing zone to proxy to next stage automatically, so people step in only where judgment is needed.

REPS WHO ANSWER, NOT ASK
Customer service reps work from one centralized view of every file instead of asking clients where files live.

BIG DEMAND, SMALL FOOTPRINT
IDC-LA competes for studio and platform work with a smaller team, because the intake and tracking steps run on their own.

GET STARTED

Ready to see it on your estate?

Start with a 30-day proof of concept on your own data, and recover your investment in 3 to 6 months.

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