Red Hat

APA-IT simplifies access to diverse content with single sign-on

APA **TECH**

Software
Red Hat's single sign-on tecnology

Services
Red Hat Consulting

Partner
Gepardec

Austria's national public broadcaster wanted to make it easier for Austrian people to access media services and share their preferences between media providers. The broadcaster needed a single sign-on (SSO) solution and turned to its technology partner, APA-IT, for help. APA-IT offers full-service solutions focused on the areas of media solutions and outsourcing. The solution needed to be ready quickly, work across all popular media channels, and cope with peak loads. Because the broadcaster's experience with Keycloak had been positive, APA-IT recommended Red Hat's SSO technology, Keycloak's enterprise-level sister product. Red Hat's SSO technology easily integrates and customizes for all of Austria's media providers, scales to meet peak loads, and makes it more efficient for Austria's media consumers to access content from different providers.

Vienna, Austria ●

Headquarters

Media

82 employees

Benefits

▸ Scaled to meet peaks of 400 logins per second

▸ Eased integration thanks to support for open standards

▸ Simplified customization thanks to its open source roots

"Red Hat's SSO technology is very scalable. It's a mature piece of software that is very good in peak load scenarios."

Christoph Kofler
Innovation Manager, Gepardec

Simplifying access to streaming services

Recent years have seen a significant upsurge in people accessing media services. During the pandemic lockdowns, for instance, streaming services helped people pass the time of day. In Austria, people access the media services of the national public broadcaster through their bespoke identity management solution. But regulatory changes meant the broadcaster needed to upgrade that solution. Working closely with almost all of Austria's major media companies, it initiated the MediaKey project to make it more efficient for people to access media services and share their preferences between media providers.

The broadcaster turned to technology partner APA-IT for help building a SSO experience for Austrian citizens. "They wanted to implement an identity management system for almost all major media companies in Austria," said Clemens Prerovsky, CEO of APA-IT. "Customers already logged in could consume media across different providers from 1 account."

The solution needed to be ready in less than 6 months, work across all popular media channels—including TV, streaming, and websites—and cope with peak loads during popular events, especially Austria's ski races. "MediaKey would need to manage 2 million users and manage 400 logins per second," said Christoph Kofler, Innovation Manager at APA-IT's implementation partner, Gepardec. "We started in April 2021, and our goal was to have MediaKey ready by September."

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> Innovation Manager, Gepardec

Implementing a highly scalable and extensible SSO solution

APA-IT and Gepardec worked closely with the broadcaster to identify a robust, reliable, and highly scalable identity management solution. The broadcaster already had experience with Keycloak, a single sign-on identity and access management product from the open source community. "The broadcaster's experience with Keycloak showed it to be a mature and scalable product, making Red Hat's SSO technology—its enterprise-level sister product—a good choice for mission-critical projects, such as MediaKey," said Kofler.

As the broadcaster's long-term technology partner, with extensive knowledge of its technology and business, APA-IT managed the project. Architects from Gepardec designed and implemented the solution, which runs on-premise in 1 of APA-IT's datacenters. Although the partners had different roles, they collaborated closely as a single team.

With MediaKey such a huge and mission-critical project, designing an optimal architecture was quite a challenge. APA-IT and Gepardec turned to Red Hat for help. "There are few Red Hat's SSO technology installations as large as MediaKey," said Kofler." Red Hat Consulting's input during the design phase was really important for creating an architecture for the long-term success of MediaKey, ensuring it is scalable, maintainable, upgradable, and extensible in the future."

Red Hat's SSO technology Product Management team helped the implementation teams gain a clear picture of the technology's future direction—insight that would be essential for APA-IT and Gepardec to guide the broadcaster into the future evolution of MediaKey. "The upgrade path includes a cloud-native version of Red Hat's SSO technology, based on Red Hat build of Quarkus, that can run in Red Hat OpenShift, which will be of interest to us," said Kofler.

Offering peace of mind at peak times for media companies and users alike

Scaled to meet peak loads of 400 logins per second

Since its launch, MediaKey has kept pace with demand. With Red Hat's SSO technology at its core, it scaled throughout Austria's ski season—coping with 400 logins per second at peak times.

"Red Hat's SSO technology is very scalable," said Kofler. "It's a mature piece of software that is very good in peak load scenarios. It's, therefore, a good choice for critical applications."

Eased integration thanks to support for open standards

Red Hat's SSO technology supports open standards to ensure media providers across Austria could join the MediaKey initiative. "Red Hat's SSO tehcnology conforms to open standards, such as OpenID Connect," said Kofler, "which made it very easy for all the media providers to integrate it with their own systems."

While each media provider has its own login system, MediaKey provides an additional way for customers to log on and access providers' content. Once registered with MediaKey, Austria's media customers can log onto any media site that supports the access management solution and then quickly and easily access any other site that supports it.

Simplified customization thanks to its open source roots

The high levels of extensibility and flexibility offered by Red Hat's SSO technology proved to be critical to the project's success. "Red Hat's SSO tehcnology has great capabilities to be extended," said Kofler. "Being open source, you can look into the source code to understand how it works, which is important when building custom extensions."

Gepardec adapted Red Hat's SSO technology to include an age verification system and provide some custom key performance indicators (KPIs). The age verification system, which runs in Red Hat OpenShift®, checks that users can only access age-appropriate content. The KPIs, which include logins per second, the total number of users, and new registrations per day, help the broadcaster understand how MediaKey is performing at a business level.

Kofler also commented on the importance of Red Hat's SSO technology conforming to open standards, such as OpenID Connect. "Conformance to open standards was extremely important because it made it very easy for the media providers to integrate with their own logins."

Extending project successes

Today, MediaKey is the broadcaster's main solution for customer logins, respecting users' privacy by storing vital information—namely, their login details and nothing more. More major media sites across Austria have even implemented it as an add-on to their core identity and access management solution. With the success of MediaKey to date, the broadcaster plans to take advantage of the solution for its new media streaming platform.

Together, APA-IT and the broadcaster are exploring Red Hat's SSO technology for Red Hat OpenShift—a cloud-native version of single sign-on technology—as a likely upgrade path for MediaKey.

"Red Hat's SSO technology is really important for the long-term success of the MediaKey solution," said Kofler. "Red Hat's technology ensures MediaKey is maintainable, extendible into the future, and upgradeable."

About APA-IT

APA-IT offers full-service media and outsourcing solutions. A subsidiary of APA-Austria Press Agency, it manages IT systems of not only the agency but also numerous publishing houses and companies carrying out media-related tasks. APA-IT develops and tailors solutions to individual customer needs.

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About Gepardec
Gepardec is a young and dynamic company specializing in individual Java solutions, JBoss, and Red Hat OpenShift. Around 40 employees work on forging high-end software for customers at its Linz and Vienna locations.

About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? Learn more.

About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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