

Forging the Future

How industry leaders use data to be
more secure, resilient and innovative



splunk>

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An Inflection Point

The last couple years have been a study in resilience.

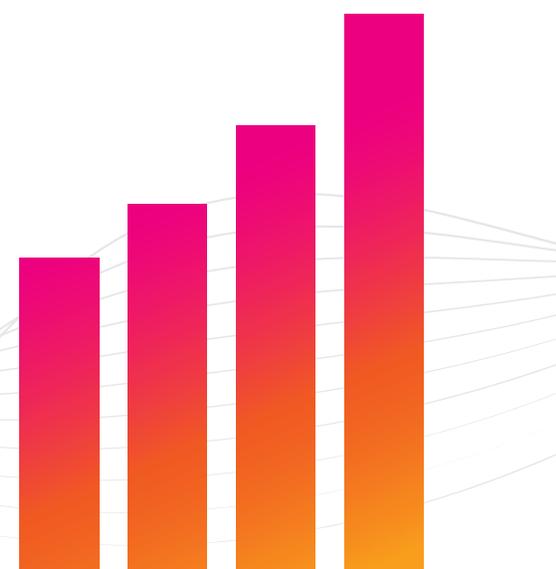
Leaders had to manage an incredible number of curveballs — cascading shutdowns, a hasty shift to remote work, soaring demand for digital experiences, disrupted supply chains and history-making security attacks, just to name a few.

Yet as the world's challenges made headlines, so did organizations' innovative responses.

Savvy leaders stood up new digital products, overhauled fundamental processes and refactored business models — all in record time. Forward-focused organizations doubled down on their cloud investment to become more agile and resilient. Security, IT and DevOps teams safeguarded systems and modernized infrastructure while delivering fresh digital experiences to customers.

And none of it would have been possible without data.

In today's constantly changing world, data is no longer *part* of the business. It *is* the business.



Organizations that apply their data — all of it — to unexpected challenges have been most resilient. And they've gained market share in the process. Innovators who use data across their business increase gross profit by an average of 12.5% per year, according to [global research](#) from Splunk and the Enterprise Strategy Group.

But as data volumes surge, the problem becomes knowing how to tap into all that potentially unwieldy data. How do you use it to answer questions and inform decisions? How do you act on it to drive outcomes? How do you even keep track of it all?

Data fuels results

The innovators in these pages have uncovered the secret to using data to unlock innovation, enhance security and drive resilience: Splunk.

Organizations of every size, industry and region are relying on the Splunk platform to accelerate innovation in the cloud ([Nasdaq](#)), proactively solve problems ([Honda](#)) and deliver reliable digital experiences when people need them most ([Agero](#)).

They're achieving inspiring outcomes that contribute to a better, safer reality — whether delivering essentials in times of crisis ([Tesco](#)), serving data-driven justice ([Dutch court system](#)), promoting work-life balance ([SCSK](#)) or scaling COVID-19 testing ([University of Illinois Urbana-Champaign](#)).

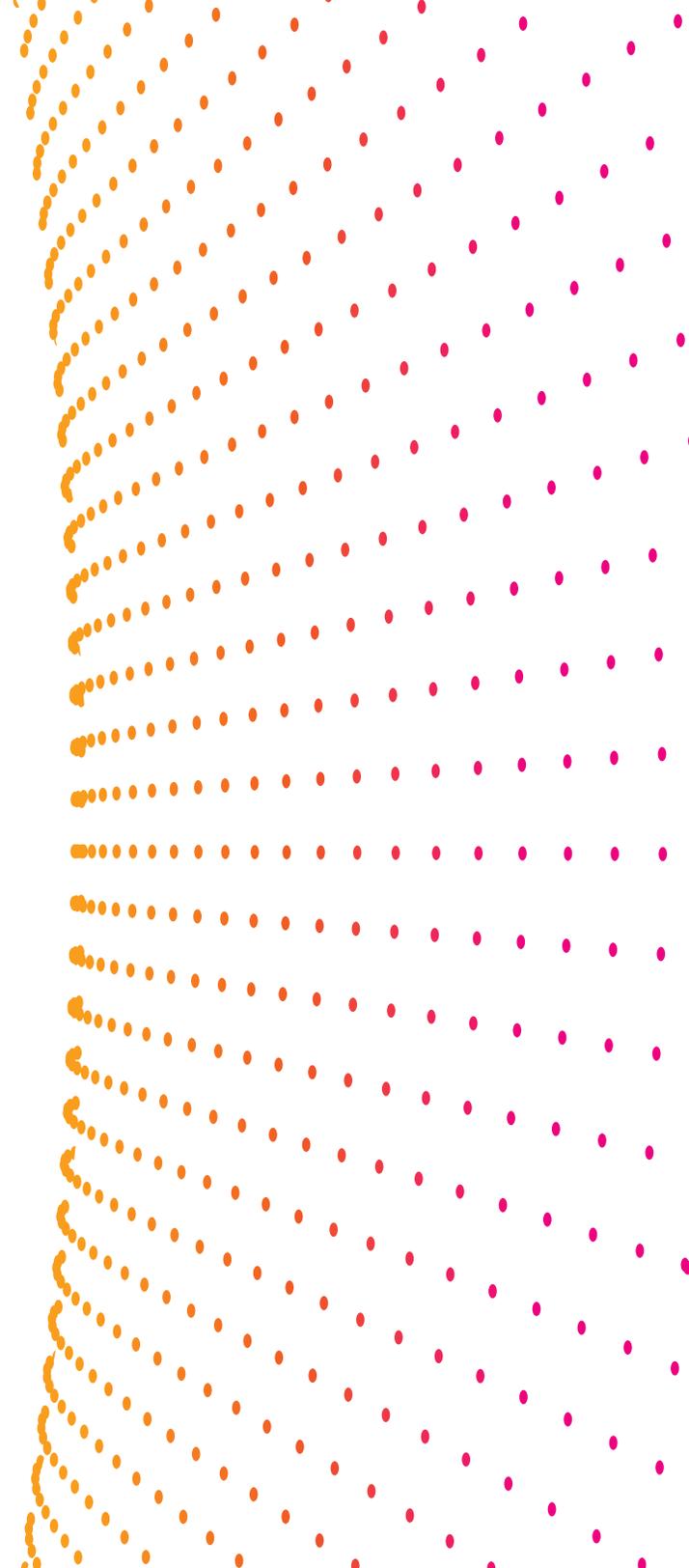
These leaders are at the forefront of a post-pandemic world, helping forge a bright future.



12.5%
greater profit
growth rate among
organizations that use
data across
the business

The Data Advantage

The most successful organizations are using data to make faster, better decisions across their business. While those use cases and applications may look different for every company, there are a few key areas where data is the consistent difference between flourishing and faltering.



Security

Security isn't an easy job. It's high pressure, high risk and constantly changing given the moving target of new threats and attacks (SolarWinds, Log4Shell, Kaseya ... take your pick). And it's not getting any easier.

In the [State of Security 2022](#) — a global survey of more than 1,200 security leaders, conducted by the Enterprise Strategy Group (ESG) and commissioned by Splunk — 65% reported a measurable increase in attempted cyberattacks, while 48% said they'd suffered a data breach over the past two years. When asked about the obstacles they're facing, security teams cited everything from cloud complexity and lack of visibility (28%) to hiring and retention challenges (29%).

While there may be many challenges, leading organizations are investing in new ways to scale their efforts, safeguard their systems and stay one step ahead of the cyber villains. With a few key strategies, they're unleashing effective ways to curb supply chain attacks ([Sandia National Labs](#)), hunt advanced threats ([Bank of England](#)) and secure their cloud environments, even in the midst of remote working ([Meggitt](#)).

From faster investigations to better threat hunting

Premier organizations are replacing reactive processes with a proactive security strategy, using the very thing they must protect — data — to keep their business secure. By harnessing the power of machine learning and analytics, these companies are securing their environments, even as they grow more complex in response to everything from remote work to cloud transformation.

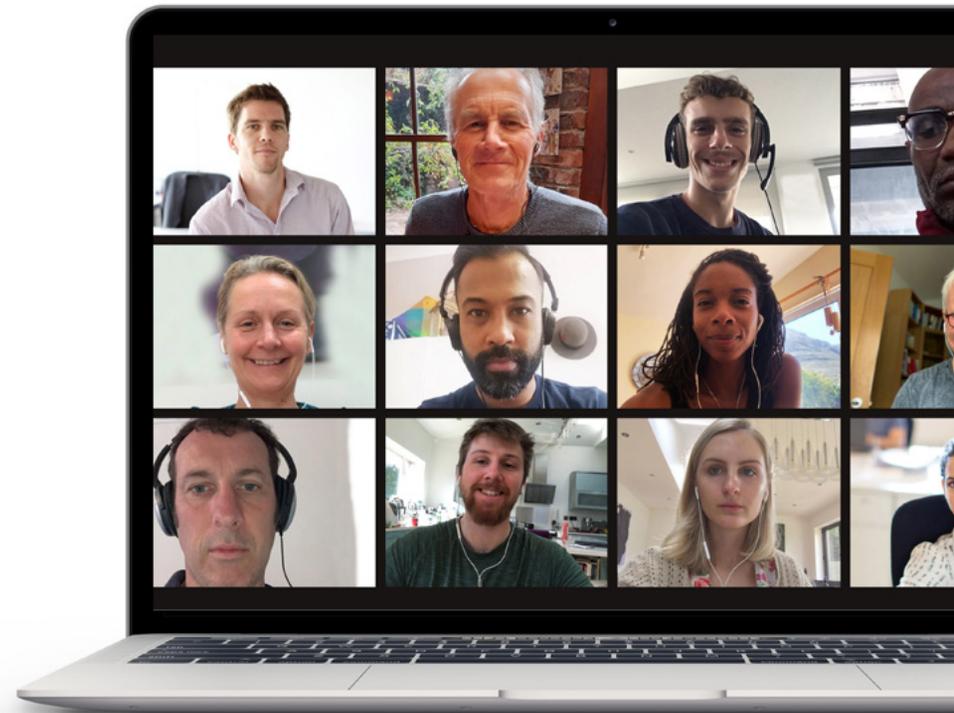
Slack had to transition its 1,600 employees to remote work while continuing to provide a secure service to its more than 12 million daily active users at 750,000 organizations worldwide. By using the Splunk platform to gain visibility into all activity across its cloud services, Slack seamlessly transitioned while operating in a zero trust network to strengthen its security posture. Then there's **Check Point**, an Israeli cybersecurity software maker that now conducts security investigations five times faster thanks to Splunk.

No stranger to the advantages and challenges of the cloud, **REI** needed to enhance security and threat intelligence during its cloud migration. With Splunk, the outdoor retailer swapped its previously time-consuming investigation workflows — which could take up to a week — for a more efficient and robust security process that includes its AWS deployment.



Splunk is a key part of Slack's ability to operate a zero trust network because Splunk gives us visibility into all the activity that's happening across all of our cloud services."

— Larkin Ryder, Director of Product Security, Slack





There's going to be a point when you'll be overwhelmed with the amount of work that exists and won't be able to hire more people. It's humanly impossible to process the amount of data that needs to be processed, and the only path forward is automation.”

— Jason Mihalow, Senior Cloud Cyber Security Architect, McGraw Hill

Automation: The secret to scale

One of the foundational challenges for any security professional is cutting through the noise to investigate and resolve more incidents in less time — a key reason to move toward automated security operations.

[McGraw Hill](#) automated threat response and manual tasks to save its security team from having to manually respond to thousands of malicious emails every day. Within six months of deploying Splunk® SOAR, the learning sciences company completed 22 months' worth of manual security tasks and resolved nearly 9,500 security events via automated response.

Thanks to Splunk SOAR, [Domino's](#) automated repetitive workflows, allowing the world's No. 1 pizza company to automatically identify and mitigate incidents in minutes, versus hours previously. And Japan's [Niki Golf](#) automated security management to manage incidents 75% faster.

While the job of security isn't getting any easier, these organizations are well-positioned to handle any threat the future may hold.

Domino's automated workflows to identify and mitigate incidents

**in minutes,
not hours.**



McGraw Hill completed
22 months'
worth of manual security tasks
in six months
via automation.



REI gained

**end-to-end
security visibility**

during its AWS cloud migration.

IT and DevOps

The world is more digital than ever — and every organization is becoming a technology-first business to meet rising customer expectations and fend off competitive disruption. Teams are now less siloed and built for continuous iteration and development. This shift is enabling new business models, fueling cloud migration and catalyzing a more DevOps way of working.

But all that transformation forces IT and DevOps teams to navigate labyrinthine systems and complicated hybrid environments, which can lead to poor productivity, performance and user experiences. Today's reality requires a new approach to monitoring — one where teams can see all of their data in one place, anticipate emerging problems before customers notice and know where to look when a problem does occur. That's where observability comes in.

Modern monitoring: Faster fixes, proactive prevention

In the world of IT, time is of the essence — and a single outage can spell disaster. That's why it's so critical for IT professionals to have eyes into every area of their infrastructure.

Managing thousands of systems and servers across a multitude of hybrid environments, the team at the Philippines' [Globe Telecom](#) went from 20 monitoring screens to one with the Splunk platform, leading to 80% faster incident detection with 40% fewer resources needed.

By automating incident response, leading organizations have reduced mean times to acknowledgement and resolution (MTTA and MTTR). In 12 months with Splunk® On-Call, [PSCU](#) lowered MTTA from four hours to 20 minutes. After three years, PSCU now sees MTTA under two minutes and faster MTTR.

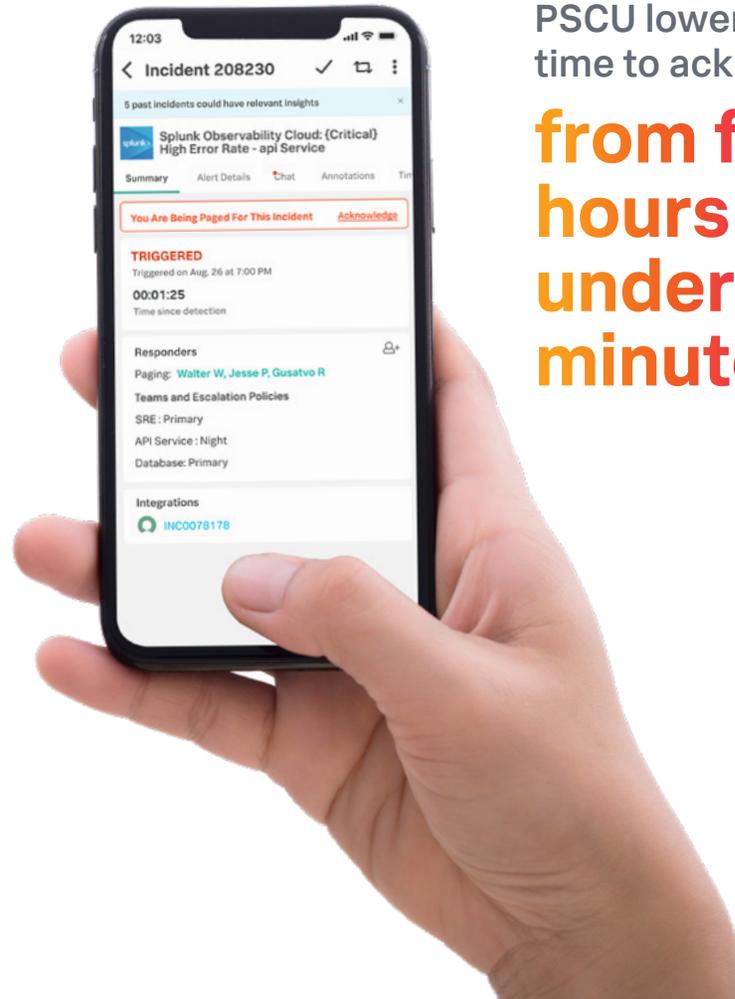
And then there's machine learning and predictive analytics, which [Honda Manufacturing of Alabama](#) (HMA) relies on to proactively identify and solve problems before they turn into machine failure and lost revenue. By pulling all data from the manufacturing floor, equipment, power meters and the plant's 100 applications, the HMA team has rich contextual visibility into any issues that arise, which has reduced MTTR by 70%.

This advanced approach to monitoring paves the way for the initiative on everyone's list: observability.



Splunk allows us to act on our data, providing insights, answering questions and solving problems we may not have even known we had.”

— Charlie Studdard, Staff Engineer, IT Innovation Team,
Honda Manufacturing of Alabama



PSCU lowered mean
time to acknowledge

**from four
hours to
under two
minutes.**



Blue Apron's site loads
30% faster,
with fewer issues and
better performance.

Observability or bust: More visibility, better performance

Observability has been called everything from a tech buzzword to a “monitoring-on-steroids” must-have. The truth is more involved. Teams across the IT organization need visibility into their entire architecture, including third-party apps and services, to fix and eventually prevent problems. When that capability is built-in — the premise of observability — it makes visibility easier, enables greater insight and leaves more time for strategic initiatives.

When Splunk and researchers at ESG surveyed 1,250 practitioners, managers and experts for the [State of Observability 2022](#), we found that observability leaders launch 60% more products or revenue streams and report 69% faster MTTR for unplanned downtime. Leaders' average annual cost of downtime associated with business-critical internally developed applications is \$2.5 million, versus a whopping \$23.8 million for beginners.

That's a lot to gain — but what does it look like in practice?

For 2021 unicorn [Quantum Metric](#), it looks like 96% faster app development, better capacity planning and more reliable customer experiences through Splunk Observability Cloud. For [2xConnect](#), it's 60% less downtime and 20% better revenue conversion, while [Blue Apron](#) sees 30% faster site load time and fewer customer-facing issues.

With Splunk's full-fidelity tracing and no sampling, [Care.com](#) benefits from better visibility into its complex containerized infrastructure, which has reduced MTTR from an hour to less than 10 minutes while accelerating feature releases. [Lenovo](#) relies on Observability Cloud as an enterprise-grade solution for ensuring 100% uptime amid huge spikes in web traffic, while [Build.com](#) uses the platform to understand exactly how new features or content impacts performance and load times.



Splunk Observability Cloud helps us see clearly into our complex environment, allowing us to act based on data so we can deliver on our mission to help customers build better products, faster.”

— Glenn Trattner, Chief Operating Officer, Quantum Metric

Quantum Metric has
96% faster
app development with
Splunk Observability Cloud.



Data Innovators in Action

A decorative graphic consisting of numerous curved, parallel lines of small dots. The dots are colored in a gradient from red to orange, and the lines curve from the bottom left towards the top right, creating a sense of motion and data flow.

Splunk helps organizations all over the world remove barriers between data and action.

The following pages offer a closer look at how leaders across industries are using Splunk to succeed today *and* tomorrow.



Education

Industry
Education

Solutions
Security



McGraw Hill Counters Threats Faster With Splunk SOAR

Key Challenges

McGraw Hill manually responded to thousands of malicious emails every day, slowing mean time to resolution (MTTR) and increasing the risk of cyberattacks.

Key Results

Splunk SOAR automated the company's response to threats, accelerating response times, centralizing investigations, boosting productivity and increasing ROI.

With a small team and siloed security tools, learning sciences company McGraw Hill lacked a centralized platform to monitor malicious emails and prevent phishing attacks. Enter Splunk SOAR, which helped the company consolidate its 10 different security tools and automate its response to cyber threats. This shift sparked faster incident response times, and the centralized security operations center (SOC) saved McGraw Hill valuable time on training new analysts who join the team.

Data-Driven Outcomes

Within six months, McGraw Hill:

Automated 22 months' worth of manual security tasks

Completed the **workload equivalent of 10 full-time employees** with a small team

Resolved 9,439 security events via automated response



We have everything in a single system, and we know everything's been addressed. We have a record of what happened and what the analyst has done, which has been a generational leap for us."

— Jason Mihalow, Senior Cloud Cyber Security Architect, McGraw Hill

Industry
Education

Solutions
IT
Security

University of Illinois Urbana-Champaign Scales Proactive Testing and Automatic Alerts

Key Challenges

Faced with COVID-19, the University of Illinois Urbana-Champaign (Illinois) needed a way to deliver testing data quickly to decrease virus transmission.

Key Results

Illinois safely brought students and staff back to campus in the fall of 2020, administering and tracking results of more than 100,000 weekly COVID-19 tests while contact tracing.

When Illinois was ready to bring students and staff back to campus, safety was its top priority. The university used data to curb the spread of COVID-19, relying on Splunk to keep its campus community informed with automatic alerts about who tested positive. Real-time data equated to speed, allowing the housing department to quickly move residents with the virus into isolation. By scaling proactive testing, the university significantly reduced COVID-19 cases to less than 1% — even in times when cases were spiking across the state.



In this emergency situation, Splunk became the tool we relied on to automatically get out information quickly, whether it was sending testing data or alerts.”

— Nick Vance, Manager of Data and Technology Innovation, University of Illinois Urbana-Champaign

Data-Driven Outcomes

Conducted **over 1.5 million tests** across campus, all tracked on a public Splunk dashboard

Slashed COVID-19 cases to less than 1% by scaling proactive testing



Industry
Education

Solutions
IT
Security

Flinders University

Provides Greater Visibility, Improving Student Experience

Key Challenges

Flinders University needed more visibility over its data, as it took days for its small cybersecurity team to discover an issue.

Key Results

With monitoring tools from Splunk, Flinders University ensures the safety and security of staff and students through instant response to security alerts.

Flinders University protects student and staff information by maintaining strong cybersecurity and identity management. The research university in South Australia serves over 25,000 students who access systems both from campus and remotely. The small cybersecurity team at Flinders University needed a solution to identify and resolve issues quickly. With Splunk in the mix, the team gained visibility into its networks, allowing them to respond to alerts in minutes instead of hours. Flinders University uses data to keep students and staff safe from cyberattacks.



The Splunk dashboard is a popular way to deliver content to the other stakeholders we collaborate with across the university so that they can see the data in real time.”

— Kim Valois, Chief Information Security Officer, Flinders University

**Data-Driven
Outcomes**

More than
**25,000 devices
secured** while
accessing campus
resources



Minutes to
respond to alerts
instead of hours
previously



Financial Services

Industry

Financial Services

Solutions

DevOps
IT
Security

Nasdaq's Bullish Innovation for a Cloud-Native Future

Key Challenges

In shifting both its products and internal operations to a SaaS model over the course of 10 years, cloud pioneer Nasdaq needed a data platform to fulfill its hybrid needs.

Key Results

With Splunk, Nasdaq ensures reliability for its main trading platform and more than 3,900 Nasdaq-listed companies while releasing SaaS-based business solutions with speed and confidence.

In 1971, Nasdaq became the world's first electronic exchange. The digital disruptor continued its legacy in the years that followed, beginning its cloud transformation in the 2000s, long before most other organizations. While Nasdaq already relied on the Splunk platform for IT operations and security, the enterprise turned to Splunk to help pave the way for a successful cloud journey — while still maintaining visibility into its evolving hybrid environment. With real-time insights from Splunk, leaders at Nasdaq are shaping product strategies, adapting business models and delivering innovative services that meet customers' needs by spanning on-premises and cloud environments.

▶ [Watch the video](#)



Splunk is a strategic partner in our cloud journey. It's a key part of understanding what's going on with our customers and how they use our products, so we can get innovation into their hands sooner."

— Brad Peterson, Executive Vice President and CTO/CIO, Nasdaq

Data-Driven Outcomes

Secure shift to a DevOps and **SaaS-based operating model**

Faster time to market

Successful cloud transformation journey



Bank of England

Protects \$1 Trillion a Day

Key Challenges

The Bank of England needed to evolve from a reactive to a proactive security operations center (SOC) and recognized the need for a new operating model — one where the technology fits the model, not the other way around.

Key Results

The Splunk platform has been critical in helping the Bank of England execute on large-scale data mining, log analysis, threat intelligence matching and preventative controls.

Founded in 1694, the Bank of England is the central bank of the United Kingdom, facilitating transactions that amount to one-third of the country's GDP. The bank's SOC — staffed by a team of 10 security analysts — is responsible for protecting the infrastructure that facilitates these transactions. With Splunk's fast, iterative search development, analysts now develop a wide range of analytics that provide more flexibility and efficiency in detecting attacks. Implementing Splunk also allowed the SOC to reframe their defense strategy, targeting the adversary's operations across their MITRE ATT&CK framework, rather than the attack itself, with greater success.

Data-Driven Outcomes

\$1 trillion protected every day

10,000 endpoints secured

1/3 of the country's GDP secured by a proactive defense strategy





Splunk provides real-time visibility into our resources and operation status, empowering us to turn data into new opportunities and competitive advantages.”

— Atsushi Yamamoto, Head of Infrastructure and Operations, IT Development Department, Tokyo Stock Exchange, Inc.

Data-Driven Outcomes

Tens of times
faster analysis

Measurable returns

Tokyo Stock Exchange Uses Data to Deliver World-Class Performance With Data-Driven Analytics

Key Challenges

In order to sustain world-class system reliability, Tokyo Stock Exchange (TSE) needed to enhance performance analysis and server capacity monitoring.

Key Results

Adding Splunk to the equation, TSE boosted overall system performance, visibility and accuracy with data analytics that deliver details to the millisecond.

When TSE launched its arrowhead cash equity trading system, expectations for its reliability skyrocketed. The Japanese icon — and one of the world’s leading financial markets — wanted to maintain its world-class system reliability, but it first needed to improve data analysis, which sometimes took days to complete. Enter Splunk, which delivered performance analytics and insights on the overall system health to the millisecond. With better visibility across the organization, now TSE tackles problems before they arise.



Fortune 100 Financial Institution Improves Detection and Investigation With Risk-Based Alerting

Key Challenges

The alert volume generated at this premier financial institution required analysts to spend most of their time triaging alerts, consuming nearly all the organization's analyst resources.

Key Results

With Splunk, this organization significantly decreased alert volume while increasing true positive rates and operationalizing MITRE ATT&CK.

Throughout the years, this Fortune 100 financial services organization has been an early adopter of disruptive ideas, including launching online trading when the internet first emerged into the mainstream. So when the security team expressed concern about the noise level of the security operations center, the organization turned to Splunk to augment its existing Splunk® Enterprise Security solution with risk-based alerting. This subtle change greatly reduced alert fatigue and empowered the team with a better way to collect pertinent security context and accelerate threat hunting — improving overall detection coverage.



Many products check a box for business or compliance purposes but don't really impact security operations. Risk-based alerting with Splunk Enterprise Security provides real security improvements while clearly demonstrating the value of security to the business.”

— Security Engineer, Fortune 100 Financial Institution



Industry

Financial Services

Solutions

DevOps
IT



Hyphen Group Streamlines DevOps for Real-Time Observability

Key Challenges

Continued business growth and increasing complexity in Hyphen Group's IT environment made tracking errors effectively and resolving issues efficiently more difficult.

Key Results

Splunk Observability Cloud improved visibility into complex systems, enhancing DevOps collaboration, enabling automation at scale, and accelerating troubleshooting and infrastructure deployment.

Hyphen Group, a leading financial technology company in Southeast Asia, wanted to bridge the gap between software development and IT operations by boosting its DevOps pipeline. To achieve this goal, however, cross-functional teams across engineering and infrastructure operations needed a better way to communicate and collaborate. With Splunk Observability Cloud, Hyphen Group now proactively uncovers issues across the entire frontend and backend stack while improving directed troubleshooting. These observability capabilities also benefit Hyphen Group's customers, enabling greater uptime and peace of mind.

Minutes to resolve issues
rather than hours

8X faster
infrastructure deployment

275 software updates
released with unprecedented efficiency



Splunk helps streamline the problem-solving process and allows both our developers and infrastructure operations teams to focus on adding value to the business.”

— Shannon Murphy, Chief Technology Officer, Hyphen Group

Industry

Financial Services

Solutions

DevOps
IT
Security

PSCU Slashes MTTA and Bolsters Security

Key Challenges

To improve product and service availability for its more than 1,500 credit unions, PSCU needed to reduce mean time to acknowledgement and resolution (MTTA and MTTR) while reinforcing call-team accountability.

Key Results

With Splunk, PSCU slashed MTTA and MTTR while empowering staff with mobile monitoring access to deliver support from anywhere.

As the premier payments credit union service organization in the United States, PSCU must help its credit unions better compete with banks. To accomplish this, PSCU relies on Splunk to detect errors and resolve incidents faster. Splunk On-Call empowers on-call teams with automated incident management routing that has cut MTTA from four hours to less than two minutes. PSCU is now expanding its reliance on Splunk with new use cases — from predictive insights to faster error detection in new software releases. Thanks to Splunk's unified platform, PSCU can now innovate faster, collaborate better and fulfill its mission of satisfying customers.

► [Watch the video](#)



Each PSCU IT department maintains an on-call schedule. Splunk On-Call brought all the managers together with one tool. We understand what we're doing, and we all use the same escalation schedule. It drives accountability.”

— Earl Diem, IT Operations Manager, PSCU

Less than **two minutes MTTA** with Splunk On-Call, **reduced from four hours** previously

Enables **3.8 billion** annual transactions

Supports more than **1,500 credit unions** with mobile monitoring and real-time alerting





Healthcare

NewYork-Presbyterian Battles the Opioid Crisis With Data

Key Challenges

NewYork-Presbyterian needed to track data from electronic health records, pharmacy dispensing systems and other sources to see if drugs were being diverted for potentially illegitimate purposes.

Key Results

By partnering with Splunk, NewYork-Presbyterian built a platform to closely safeguard controlled substances and other medications, helping to reduce opioid diversion.

NewYork-Presbyterian Hospital is one of the nation's most comprehensive integrated academic healthcare delivery systems. Initially, the organization used Splunk to fulfill a variety of security use cases, from preventing phishing to automating critical security workflows. After seeing success, NewYork-Presbyterian partnered with Splunk to develop a customized platform that prevents unauthorized patient record access and opioid diversion — helping to battle the opioid crisis on a global scale.

Scales impact by sharing monitoring techniques with other hospitals

Reduces opioid diversion

Safeguards controlled substances



With Splunk, the possibilities are pretty much limitless in terms of how we can think about the hospital's data. We want to double down on our use of Splunk to really push this partnership — not only for us, but for healthcare organizations around the country.”

— Jennings Aske, Senior Vice President and Chief Information Security Officer, NewYork-Presbyterian



Industry

Healthcare

Solutions

DevOps
IT
Security

Data-Driven Outcomes

150-500GB of data per day queried by Splunk

100% of all production incidents handled with automation and runbooks

Greater productivity for DevOps teams

Imprivata Manages and Secures Container Environment With Splunk Cloud

Key Challenges

Imprivata needed secure central logging and ad hoc querying capabilities in a highly distributed, containerized production and development environment.

Key Results

With Splunk Cloud, Imprivata has helped DevOps teams focus on high-priority business needs and streamlined security compliance, while avoiding massive on-premises storage costs.

Migrating to Splunk Cloud means Imprivata can glean answers from machine data without the need to manage infrastructure. Splunk Cloud simplifies compliance with HIPAA and other regulations, including SOC 2 Type II and the General Data Protection Regulation (GDPR). Splunk Cloud also allows network operations center (NOC) staff to handle all production incidents with automation and runbooks, which prevents further escalation to DevOps, improves mean time to resolution (MTTR) and proactively fixes problems.



Thanks to Splunk Cloud, I can shift my focus from administrative tasks to helping my team and others across the organization analyze the business, conduct root cause analysis and target tangible outcomes.”

— Manager, Cloud Platform Team, Imprivata



Industry

Healthcare

Solutions

IT
Security



It's important to get the right visibility so we can be more efficient and drive our costs down. This ties back to that singular vision of taking care of the underserved individuals in the community."

— Vice President of Enterprise Infrastructure Services, Molina Healthcare

Molina Healthcare

Gains Healthy Advantage

Key Challenges

Molina Healthcare needed to ensure uptime for its revenue-generating claims engine while finding a quicker way to identify, respond to and resolve security and IT incidents.

Key Results

The Molina team now uses Splunk to resolve issues in minutes, minimizing IT incidents, boosting claims engine uptime and eliminating hours spent coordinating with various cross-functional teams and tools.

Arranging delivery of managed healthcare services under the Medicaid and Medicare programs, Molina Healthcare depends on real-time insights from Splunk to improve patient care. With Splunk Enterprise and Splunk IT Service Intelligence, Molina Healthcare has gained a real-time view of its data across the entire enterprise. While claims engine outages used to hurt revenue, IT's newfound systems visibility allows the team to achieve consistent uptime of the claims engine — the company's lifeblood — while reducing manual processes and better aligning with the business.





Manufacturing

Bosch Boosts Factory Efficiency Through Smarter Data Use

Key Challenges

Manufacturing for Bosch's advanced lambda sensors required up to three weeks lead time and many different data formats that had to be manually correlated using complex SQL queries and huge Excel spreadsheets.

Key Results

With Splunk, Bosch manufactures products with efficiency, reducing core-analysis time from 15 minutes to 20–90 seconds while allowing every staff member — not just technologists — to complete their own queries.

Bosch couldn't derive actionable insights for critical processes like manufacturing lambda sensors, a vital element in a car's emissions system. So it turned to Splunk to help every employee access information about how factory equipment is performing, quickly. This quick data access allowed the team to identify which machines on the shop floor are creating the highest percentage of faulty parts and service them immediately. It also increased productivity, accelerating complex data analysis while empowering employees to come up with data-driven suggestions for how to improve business processes.



Splunk technology helps us to decide measures faster and with better results. Across the organization, it's creating a higher quality of work.”

— Claus Giehl, Industry 4.0 Innovation and Product Manager, Bosch Manufacturing Solutions



Data-Driven Outcomes

20 seconds to run a query, versus **15 minutes** prior to Splunk

All employees can now query data, not just technologists



With Splunk, we provide better operations, more reliability and greater consistency. Our infrastructure is critical; if a server or database is not available right away, it would mean not being able to go out on track and compete.”

— Ed Green, Head of Commercial Technology, McLaren

McLaren Supercharges Decision-Making With Real-Time Insights

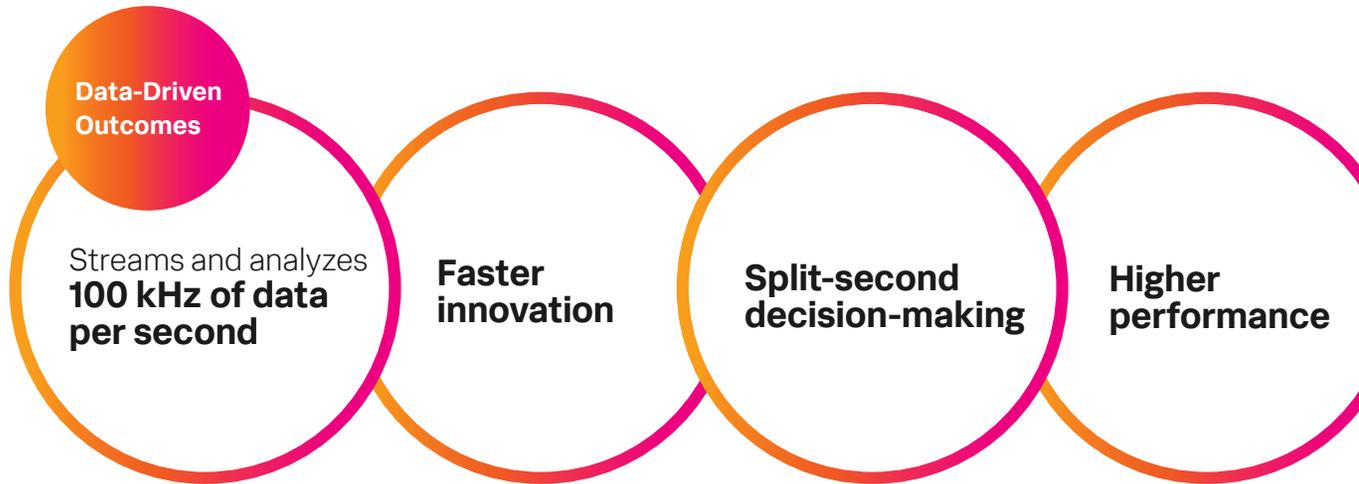
Key Challenges

McLaren needed a platform that could improve decision-making, quicken innovation and manage a tremendous volume of data across its hybrid infrastructure.

Key Results

By translating real-time data into actionable insights, McLaren sharpens its competitive edge and accelerates the pace of development in Formula 1 racing.

In Formula 1, races are won and lost by milliseconds. With such a thin margin for error, McLaren needed to optimize its massive volume of data to fuel success. McLaren teamed up with Splunk to maximize performance and set its race strategy in real time by streaming and analyzing data from the car’s nearly 300 sensors — all while adjusting for everything from weather changes to tire conditions. With Splunk, McLaren’s IT team conquers complexity across their on-premises and cloud environments to gain more value from their data, innovate faster and make better, quicker decisions.



Industry

Manufacturing

Solutions

IT
Security



Meggitt Secures Its Journey to the Cloud

Key Challenges

Meggitt wanted to modernize its operations, improve security and enhance operational efficiency to promote growth and stay ahead of competition.

Key Results

With Splunk Cloud, Meggitt can easily scale for growth, manage security risks and make better use of IT resources to bolster productivity and support remote working.

The team at Meggitt, an engineering company specializing in creating high-performance industrial components, knew it needed to embrace the cloud and big data to stay ahead of competitors. With Splunk Cloud, Meggitt has reduced time spent maintaining on-site infrastructure and now easily scales IT resources to accommodate increases in customer orders or production output. Splunk also helps Meggitt stay resilient in the face of unprecedented events. When the COVID-19 pandemic hit, the IT team created Splunk dashboards within one day, making it possible for Meggitt to quickly shift to remote work and maintain operational flexibility.



Splunk reveals where our security has potential to improve and, when there are issues, helps us figure out what went wrong so we can prevent it from happening again. It's been an absolute game changer for us."

— James Steel, Detection and Response Team Manager, Meggitt

40 global sites
secured with the
help of AI

1 day to
securely **pivot**
to **remote**
working

100% increase
in security
coverage for staff
workstations

Industry

Manufacturing

Solutions

DevOps

Build.com Improves Mobile Page Speed With Better Performance Visibility

Key Challenges

Build.com, Inc. needed a tool to give various teams with multiple performance objectives visibility into web and mobile page performance.

Key Results

With Splunk, Build.com teams understand how new features impact the end-user experience, leading to more informed decision-making.

Build.com, an online home improvement retailer, strives for high-performing mobile and desktop experiences. That means faster load times and swift troubleshooting to draw organic traffic and increase conversions. To meet their goal, Build.com needed a platform to enhance visibility into the impact of new features and code on site performance. With the help of Splunk Synthetic Monitoring, Build.com's engineering and marketing teams know exactly how pages load before and after adding new features to the site, sparking informed decision-making and cross-team accountability.



Splunk's Synthetic Monitoring Performance KPIs help us create a culture of performance because they provide insight into incremental changes."

— Scott Jungling, Frontend Engineering Manager, Build.com



Honda Uses Predictive Analytics to Shift Profitability Into High Gear

Key Challenges

Without visibility into the plant's rich data sources, Honda of Alabama didn't have insights from parts, equipment and machines on the assembly floor, forcing the team to take a reactive approach to troubleshooting.

Key Results

With Splunk, Honda uses machine learning to increase efficiency, bolster safety and proactively identify and solve problems before they turn into machine failure or interruptions in the production line.

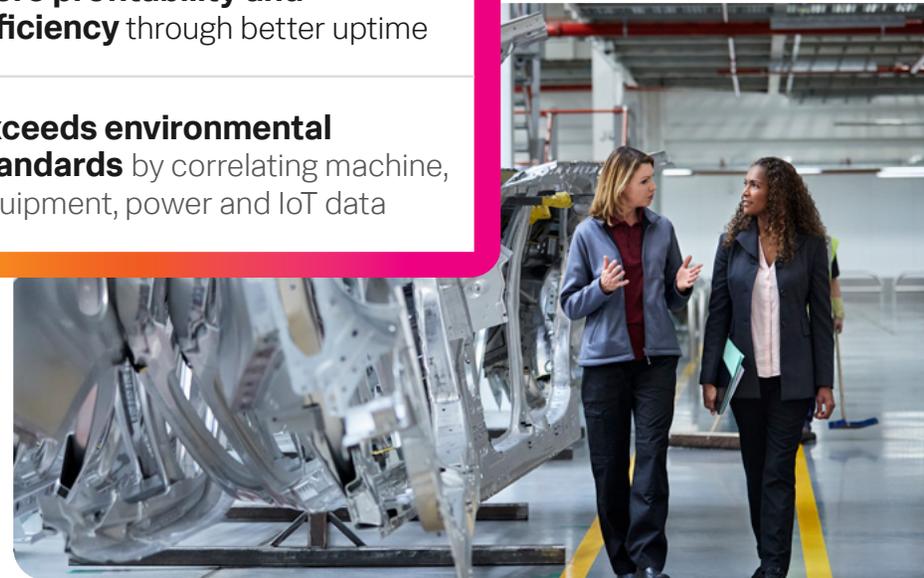
Honda Manufacturing of Alabama (HMA) harnesses the power of machine learning, the IoT and predictive analytics to turn data into action. As Honda's largest light truck production facility in the world, HMA partnered with Splunk to centralize their data sources and gain actionable insights to bolster problem-solving and innovation. When the factory burns paint fumes, for example, the team uses Splunk to predict and monitor equipment temperature, ensuring fumes are properly filtered and that the equipment does not exceed the EPA-mandated temperature that would damage the environment and shut down the process for an entire day.

Data-Driven Outcomes

70% faster mean time to resolution (MTTR)

More profitability and efficiency through better uptime

Exceeds environmental standards by correlating machine, equipment, power and IoT data



Since Splunk has helped us improve efficiency, I get to spend my time on strategic things like bringing new data into Splunk and innovation projects. That means when I go home, I can now try to turn off work email and spend time with my family.”

— Charlie Studdard, Staff Engineer, IT Innovation Team, Honda Manufacturing of Alabama

Nikko Chemicals Achieves Secure Cloud Migration With Data-Driven Visibility

Key Challenges

In response to the Great East Japan Earthquake and the subsequent tsunamis in 2011, Nikko Chemicals kick-started a cloud migration initiative for better business continuity planning.

Key Results

With Splunk, Nikko Chemicals easily collects security-related logs from an extensive range of applications to unify visibility across all its SaaS deployments.

Thanks to Splunk Cloud, Nikko Chemicals now integrates logs to a unified platform while centralizing SOC monitoring to a single node. This minimizes costs and enables correlation analysis of SaaS applications, helping the team to bolster security and bring data to more decisions across the business. Log monitoring is now on a 24/7 basis, while log analysis is done through an external SOC service. These improvements allow Nikko Chemicals to turn its data into action, automatically detecting unanticipated outliers and responding to events in real time.



Splunk is worth every penny, creating unprecedented value and opportunity for companies with resource-strapped operation teams like us.”

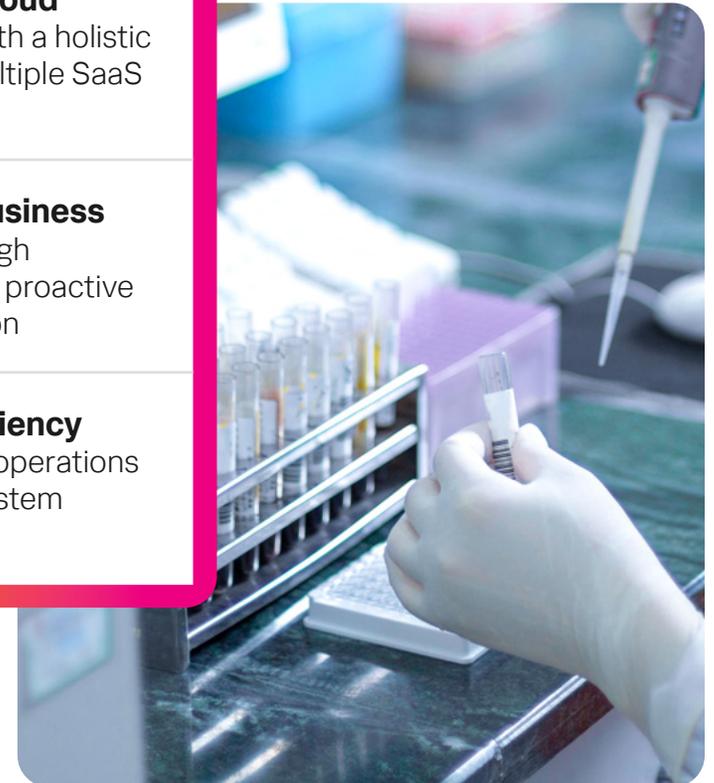
— Yuichi Higashihara, Security Management Division, Nikko Chemicals Co., Ltd.

Data-Driven Outcomes

Automated cloud operations with a holistic view across multiple SaaS applications

Maximized business security through centralized and proactive threat protection

Boosted efficiency with simplified operations and painless system maintenance





Nonprofit

USS Midway Uses Data to Steer Toward Pandemic Safety

Key Challenges

After COVID-19 hit, USS Midway Museum needed a tool to monitor the number of guests aboard the ship to help keep staff, volunteers and visitors safe.

Key Results

With Splunk, the museum increased organizational efficiency and safely reopened to the public in July 2020 by monitoring security, infrastructure and attendance.

The USS Midway Museum offers an experience out of movies and history books. Home to the USS Midway, the longest-serving aircraft carrier of the 20th century, the museum needed a way to safely keep its doors open during the pandemic. Splunk helps the San Diego treasure do just that, allowing staff to efficiently regulate the number of guests on board and enforce physical distancing. The museum also uses Splunk to consolidate data from over 120 security cameras into a single dashboard, helping staff identify suspicious activity and dysfunctional technology.



Everything that I've thought of doing with Splunk has been possible. We can now measure whatever we want."

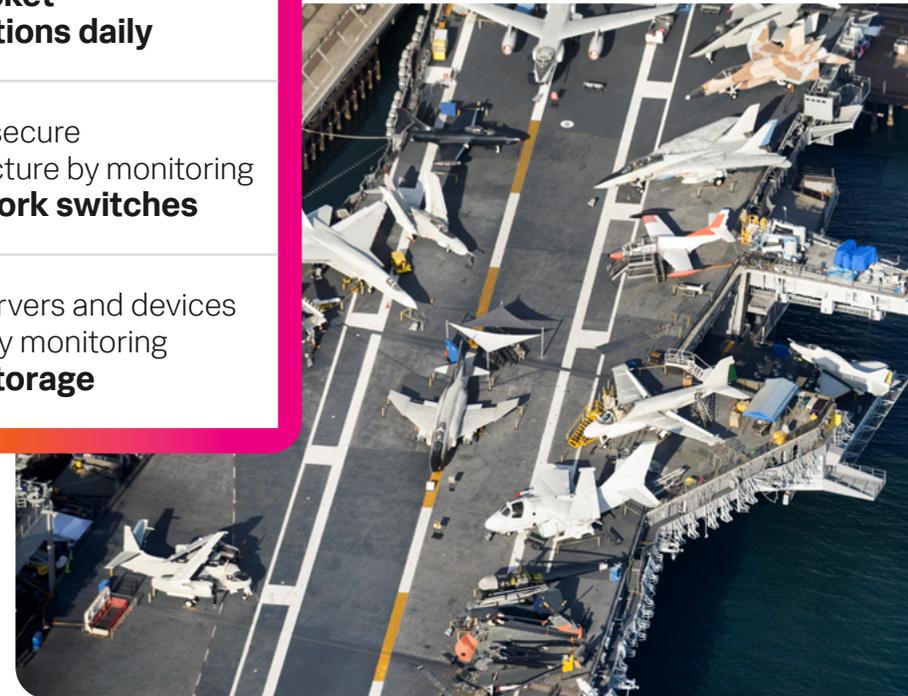
— Joe Gursky, Director of Information Technology, USS Midway Museum

Data-Driven Outcomes

Monitors more than **1,000 ticket transactions daily**

Ensures secure infrastructure by monitoring **37 network switches**

Keeps servers and devices healthy by monitoring **1PB of storage**



NetHope Uses Data to Tackle Global Disasters and Refugee Crisis

Key Challenges

To improve emergency response for global disasters and refugee crises, NetHope needed a way to pull data and glean insights from its crisis communication and direct aid efforts.

Key Results

Through Splunk for Good, NetHope created its first integrated network operations center (NOC), allowing the team to better manage data, track usage and care for more people in times of crisis.

A consortium of nearly 60 leading nongovernmental organizations (NGOs) worldwide, NetHope coordinates the emergency response for countries that need aid with the relief agencies that need information to take action. Splunk for Good provides NetHope with the technology to better manage and understand its disparate data, helping the nonprofit create an integrated NOC for its nearly 300 distributed networks. The team can now better maintain these networks, supplying their partners with information about how the networks are used. With the newfound ability to build analytics around network health, NetHope can engage in proactive network planning, not just network maintenance.

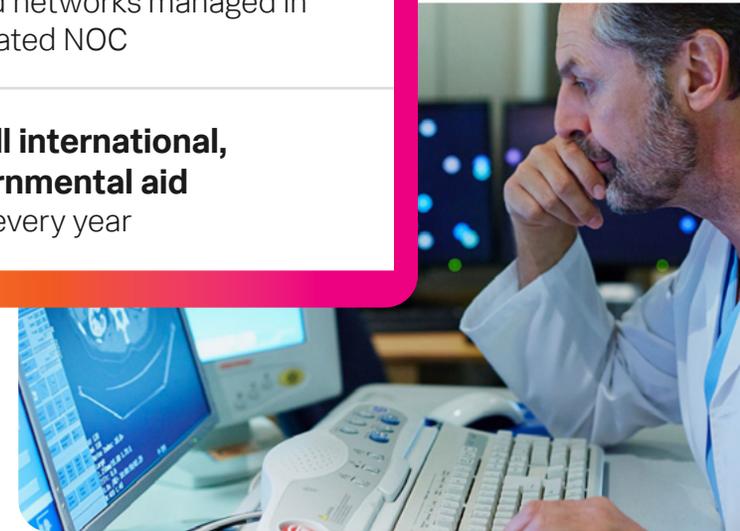
► [Watch the video](#)

Data-Driven Outcomes

Around **60 NGOs** aided by data insights, helping teams better manage and maintain gear in the field

Planning at scale with 300 distributed networks managed in one integrated NOC

60% of all international, nongovernmental aid delivered every year



Being able to communicate specifically the impact of this program in this place around our connectivity and network initiatives gives us leverage that, to my knowledge, no one else in this sector has.”

— John Crowley, Director of Information Management and Crisis Informatics, NetHope

Rise Against Hunger Reins in Data, Focuses Mission With Splunk

Key Challenges

To help fulfill its mission to end world hunger by 2030, Rise Against Hunger needed to better manage and secure its data while tracking packages and meals on a global scale.

Key Results

Through Splunk for Good, the nonprofit now has visibility across disparate systems and its entire supply chain, enabling insights into worldwide delivery and distribution of meals.

Rise Against Hunger is an international humanitarian organization feeding nearly 800,000 people a year in 31 countries. Faced with challenges to its vitally important mission, the organization uses the Splunk platform to improve data privacy and security while ensuring compliance with international data standards. Most importantly, Rise Against Hunger now gains insight from its data to identify beneficiaries with the greatest, most immediate need.

Data-Driven Outcomes

Prioritized **180+ disparate systems** across its IT environment

Provided supply-chain visibility into worldwide delivery and distribution of meals

Established a clear, efficient way to **enhance data privacy** and demonstrate regulatory compliance



Splunk is helping us work toward a full road map to gain visibility across the entire supply chain. The technology and partnership will help to drive the organization forward.”

— Sheryl Gustafson, Director of Technology Solutions and Services, Rise Against Hunger



Online Services

Industry

Online Services

Solutions

DevOps

Blue Apron Decreases Load Time by 30% With Splunk Synthetic Monitoring

Key Challenges

Blue Apron needed a way to integrate performance testing into their development life cycle in order to meet aggressive performance goals.

Key Results

Splunk Synthetic Monitoring helped Blue Apron decrease load time by 30% to provide a better user experience for site visitors.

Blue Apron helps chefs of all levels cook incredible meals at home by delivering fresh, locally sourced ingredients to its subscribers. The company teamed up with Splunk to improve its website performance for a stronger customer experience. With Splunk Web Optimization, an extension of Splunk Synthetic Monitoring, Blue Apron's engineering team quickly detects and resolves issues on the website using simple, step-by-step instructions that specify what's broken, why and how to fix it.



Reduced weight of homepage
from 25MB to 4MB

30% faster
site load time

Better site performance
by fixing defects faster



We've decreased load time by 30% with Splunk Synthetic Monitoring, which helps eliminate customer-facing issues and optimize web performance."

— Tom Wilson, Principal Engineer, Blue Apron

Industry

Online Services

Solutions

DevOps
IT
Security

2xConnect Stays Agile and Reduces Downtime by 60%

Key Challenges

A nimble startup with limited people power, 2xConnect needed an agile, end-to-end observability solution to maintain uptime and deliver better performance to customers.

Key Results

With Splunk Observability Cloud, 2xConnect gained a single-pane-of-glass view into their IT operations, infrastructure and security, allowing them to address issues faster and reduce downtime by 60%.

For B2B telemarketing startup 2xConnect, helping customers make connections is at the heart of their mission. To achieve the number of daily calls agents need to make to meet their rigorous service-level objectives, the company needed to embed end-to-end observability into their infrastructure — in a cost-effective way. With Splunk Observability Cloud, 2xConnect now quickly identifies and communicates issues across their entire production environment. This means more uptime, faster MTTR, better customer experience and increased revenue as 2xConnect continues its quest to be a top provider.



Without Splunk’s dashboard and the full-fidelity data, we wouldn’t have even realized a revenue-threatening code issue existed.”

— Sushant Prasad, Chief Technology Officer, 2xConnect

Data-Driven Outcomes

60% less downtime, leading to improved customer experience

100% uptime during AWS migration, ensuring consistent customer revenue and experience

20% better revenue conversion after a critical bug was discovered

Care.com Refactors Monoliths Into Microservices

Key Challenges

With a vision to centralize monitoring, Care.com needed an observability solution that could provide granular visibility to refactor its monolithic architecture into microservices.

Key Results

With Splunk, Care.com understands its entire environment to find and fix errors faster, improve application architecture and accelerate feature releases.

Millions of families and caregivers around the world trust Care.com. For its platform to be reliable around the clock, the world's leading family care provider needed to break apart 13 years' worth of disparate systems into agile microservices. Care.com turned to Splunk Observability Cloud to provide visibility into its architecture, efficiently pinpoint issues and provide enough flexibility to experiment. With Splunk's full-fidelity tracing and solutions like Splunk Real User Monitoring, Care.com has accelerated troubleshooting, optimized web performance and modernized its infrastructure for faster innovation.



Data-Driven Outcomes

More than **80% faster** issue resolution

On-time feature releases



I don't know how anyone can compete with Splunk's no sampling. That's been the biggest issue with any APM product I've used in the last seven or eight years."

— Sean Schade, Principal Architect, Care.com



Public Sector

Sandia National Labs Detects and Counters Supply Chain Attacks With the HECATE Platform

Key Challenges

With more than 200 reported software supply chain attacks over the last 10 years, Sandia National Laboratories set out to create an analysis platform that could help organizations reduce risks when installing new software.

Key Results

To proactively curb supply chain subversions, Sandia developed the HECATE platform, which employs Splunk to help automate the identification of supply chain risks and investigate suspect behaviors before there's a breach.

Rather than attacking an organization directly, software supply chain attacks target the vendors of apps and other software an organization uses. To help organizations counter these attacks, Sandia National Laboratories developed the HECATE platform, which sits on Splunk technology. Creating an immersive environment to install, execute and observe software, this one-of-a-kind analysis solution automatically identifies software supply chain risks through static and dynamic analysis, scalability and automation. By checking and cleansing software for breaches before it's installed, HECATE helps leaders across industry, government and academia verify trust and reduce the risks that come with installing commercial and open source software in their networks.

Data-Driven Outcomes

Reduced analysis time
from days to minutes

Gives organizations a consistent method to **uncover software subversion**

Provides ability to **automatically scan patch updates** prior to production



Our adversaries have weaponized compliance and fundamentally broken the trust relationships in software. New tools and techniques are needed to evaluate software before entering our networks.”

— Vince Urias and Will Stout, Research & Development,
Sandia National Laboratories

Industry

Public Sector

Solutions

IT
Security

Dutch Court System

Rules in Favor of Real-Time Data

Key Challenges

Without insight into real-time data and performance metrics, the judiciary of the Netherlands couldn't effectively meet business needs for support, information and performance metrics.

Key Results

Thanks to greater operational visibility and live analytics, the Dutch court system delivers useful insights, more uptime and faster response times to critical events.

De Rechtspraak, the Dutch judiciary, sees over a million cases per year. The court relies heavily on its IT team to provide insights into team performance and to access court documents in a timely manner. Under pressure to resolve technical issues quickly, the IT teams needed better visibility into the performance of their complex data center and infrastructure. With Splunk, the team uses real-time insights to anticipate and prevent outages that might leave case documents unavailable. Now, when an outage does occur, it isn't major — teams have easy access to information that helps them fix issues in a matter of hours, not days.

Data-Driven Outcomes

92% more people have access to vital business metrics

80% more insight into IT components

50% less time to resolve issues or outages

90% noise reduction on machine data metrics



We don't view IT as IT anymore; it's so integral to business. It's not even a business partner. IT is business."

— Erik Boerma, Senior Judge, De Rechtspraak



GSIS Simplifies Security Monitoring to Stay Resilient During the Pandemic

Key Challenges

The GSIS security team struggled to manage several security tools simultaneously to keep the organization secure.

Key Results

With a central Splunk dashboard for security operations, GSIS achieved end-to-end visibility, which allowed the team to address security risks and threats proactively.

Government Service Insurance System (GSIS) — a corporation run by the Philippine government — offers social security, insurance and financial benefits to 3 million active and retired personnel and their dependents. A team of four, the security team struggled to manage several security tools simultaneously to keep the organization secure. GSIS turned to Splunk, which unlocked a one-shot view of the security status across the organization. With end-to-end visibility, the GSIS security team makes timely decisions to minimize risks and prevent threats.



Splunk lets us oversee everything at one stroke and keep the company safe from any attack, wherever we're working and under any circumstances.”

— Jonathan Pineda, Vice President, Chief Information Security Officer and Data Protection Officer, GSIS

Data-Driven Outcomes

More than **20 systems** easily and effectively monitored by a limited staff

Full-stack visibility and security for teleworkers during the coronavirus lockdown



Industry

Public Sector

Solutions

IT



GIP-MDS Gets a Unified Data Platform for a Big Data World

Key Challenges

To facilitate the collection of social data, GIP-MDS needed to better manage and deliver data within its distributed systems to investigate and resolve incidents faster.

Key Results

With Splunk, GIP-MDS slashed incident detection time with a unified data platform that boosts efficiency and transparency by delivering valuable insights to everyone.

In 2000, the Groupement d'Intérêt Public Modernisation des Déclarations Sociales (GIP-MDS) kick-started with a simple mission: to facilitate the collection of social data in France. The Déclaration Sociale Nominative (DSN), the first key to success, transformed reporting formalities by replacing 47 processes with a single digital document. GIP-MDS still needed help processing and increasing access to huge amounts of data, all while resolving incidents across its distributed infrastructure. With Splunk, GIP-MDS has a unified, reliable data platform accessible to all users throughout GIP-MDS and beyond, fueling efficiency, stronger decision-making and visibility into its disparate architecture for faster troubleshooting.



With millions of monthly declarations and 20 disparate, unstructured data streams, we needed a comprehensive data platform that could handle our data in real time. That's why we turned to Splunk."

— Youssef Kilany, Head of Architecture, Expertise and Performance Department, GIP-MDS

Data-Driven Outcomes

100% of businesses use the DSN in France

2.7 million digital reports per month

28 million DSN reports processed in 2019

Industry

Public Sector

Solutions

IT
Security

The **U.S. Census Bureau** Goes Digital for the Largest Civilian Count in U.S. History

Key Challenges

The U.S. Census Bureau needed to unify dozens of disparate data sources into a single platform for easy access to operational insights while ensuring security from every angle.

Key Results

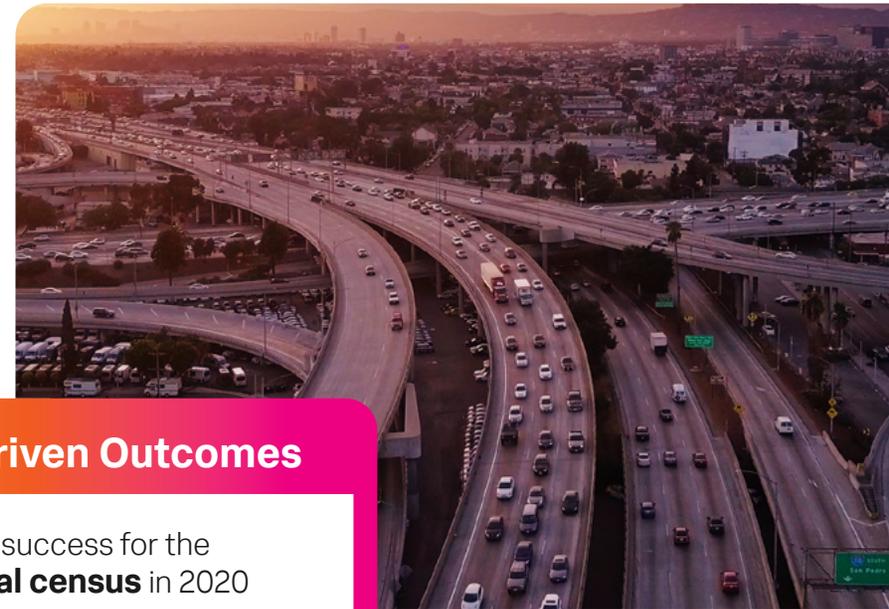
The Census Bureau is using Splunk to protect data, consolidate systems, reduce manual door-to-door efforts and bring data to every decision across the department.

Every 10 years since 1790, the U.S. Census Bureau sets out to accomplish the country's largest civilian undertaking: getting an accurate count of each person living in the United States and its territories. That data decides where to distribute more than \$675 billion in funding — underlining the importance of getting the count right. 2020 marked the country's first digital decennial census. With Splunk at the center of its security operations center (SOC) and network operations center (NOC), the Census Bureau successfully navigated this new digital territory while proactively identifying vulnerabilities and advancing its cloud transformation.



At the core of our cross-functional hub are Splunk's dashboards and reports, which leadership relies on to know what's going on and make better decisions.”

— Atri Kalluri, Senior Advocate, Decennial Census Response Security and Data Integrity, U.S. Census Bureau



Data-Driven Outcomes

Facilitated success for the **first digital census** in 2020

Helps executives make **more informed decisions**

Ensures integrity for the bureau's infrastructure of **52 systems and 35 operations**

Industry

Public Sector

Solutions

IT
Security

Derbyshire Fire & Rescue Saves Money and Lives by Maximizing Data

Key Challenges

Without a centralized log monitoring solution, the service's small IT team had poor visibility across system management, software updates and security threats.

Key Results

With Splunk, the IT team improved security response and reduced cyber risk with better insights into the service's security posture, faster troubleshooting and enhanced collaboration.

Derbyshire Fire & Rescue Service (DFRS) is tasked with protecting more than a million people. Yet to deliver safety for citizens, the service must first secure its 31 fire stations and two data centers against cyberattacks. To do that, DFRS needed to tap into its data to better detect security incidents, which would often go unnoticed since engineers had to manually trawl through log files to look for anomalies. Now, the hard-working DFRS team uses Splunk dashboards for an easy-to-access visual overview of system health, boosting productivity and improving the service's security posture.

Blocked security intrusion before damage occurred

Quickly spotted and **repaired system maintenance issues**

Saved money by tracking and addressing printer misuse



Thanks to Splunk, we get vital information at a glance. It's helped us make better, more informed decisions."

— Pete Garyga, ICT Security and Project Team Manager, Derbyshire Fire & Rescue Service





Retail

Industry

Retail

Solutions

DevOps
IT
Security

Tesco Remains Reliable During Global Crisis

Key Challenges

Tesco had to immediately respond to COVID-19 by scaling its online business to meet unprecedented demand and ensure people in the UK had reliable access to groceries and household essentials.

Key Results

Tesco doubled online delivery slots to meet customer demand while keeping systems secure and reliable around the clock — even ensuring zero downtime during a surge in online traffic over Christmas.

The UK's largest grocer and the world's third-largest retailer, Tesco depends on Splunk to have eyes into its entire hybrid environment, helping teams proactively solve problems and ensure customers enjoy an exceptional experience. When COVID-19 upended the world, Splunk helped Tesco adapt at record pace and keep business running as usual, even when 20,000 people logged onto Tesco's online waiting room during the Christmas rush. As the world transitions out of the pandemic but into a world that's more digital than ever, Tesco will rely on insights from Splunk to accelerate its observability journey and continue driving resilience.



Doubled online delivery slots in just five weeks

Ensured uptime for systems when website orders tripled

Managed 7 million orders during the Christmas season



Splunk is helping us bring the right data to the right people at the right time. That's key for us to succeed now and in the future.”

— Chirag Shah, Head of Technology, Group Monitoring, Tesco

Industry

Retail

Solutions

IT
Security

Domino's Delivers a Satisfying Omnichannel Experience

Key Challenges

To adapt to evolving customer expectations, Domino's needed to provide a reliable, modern digital experience that would fulfill customers' cravings for speed, quality and convenience.

Key Results

Domino's uses Splunk to protect data, ensure proactive systems uptime and monitor all transactions in real time for an elevated customer experience.

Domino's is the leader in global pizza sales, thanks in large part to a data-first approach to everything from behind-the-scenes IT and security operations to daily customer interactions like ordering and delivery. By using Splunk, the pizza chain can be sure its technology is reliable and secure, with insight into every real-time transaction across its website, applications and 16,300 global stores. Before any new feature or service is released, Domino's depends on Splunk to optimize functionality and make sure technology is customer-ready to fuel innovation and stay ahead of the competition.

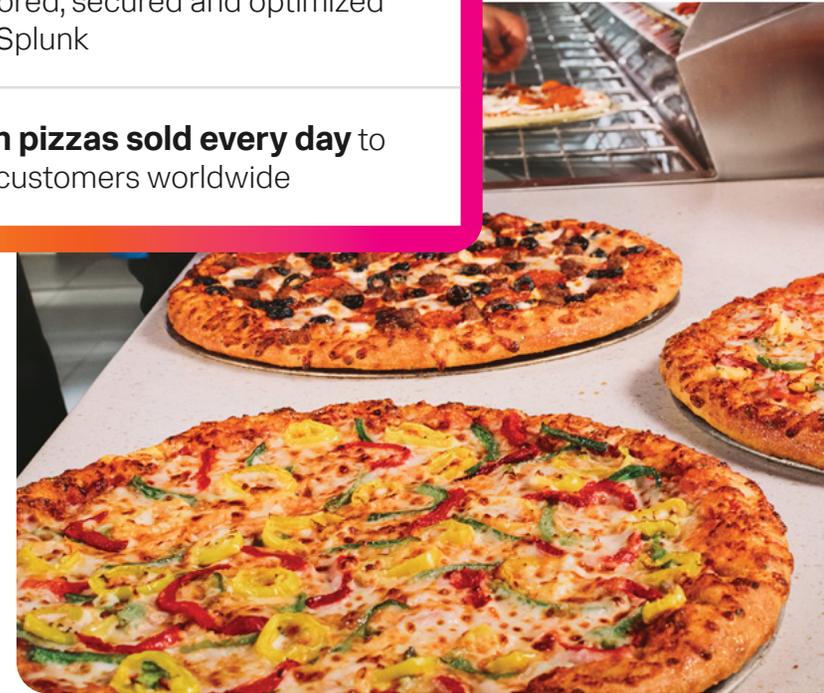
▶ [Watch the video](#)

Data-Driven Outcomes

No. 1 pizza company in the world, with the highest global retail sales

16 digital ordering channels accounting for 65% of U.S. sales — all monitored, secured and optimized through Splunk

3 million pizzas sold every day to 1 million customers worldwide



By bringing data to every decision, we're delivering more value for our community, customers, franchisees, internal teams and the business as a whole."

— Alex Padilla, Vice President of Information Security, Domino's

Industry

Retail

Solutions

IT
Security

Niki Golf Acts on Data for a Perfect Shot at Cybersecurity

Key Challenges

With a non-dedicated security team struggling to manage endpoint risk across distributed environments, the company needed to improve its incident response time and efficiency.

Key Results

By automating security management on a centralized platform, Niki Golf turns data into real-time endpoint visibility, enhancing cyber safety for its customers and responding to incidents faster.

In the past when Niki Golf experienced a problem, the company's IT team relied on tedious manual processes to extract details from disjointed endpoint protection tools before it could formulate an incident response. They realized that security information and event management (SIEM) seemed to be a better approach for managing security in a more cost-effective way. On the Splunk platform, Niki Golf can now visualize endpoint status centrally and access server resource status in real time. With more comprehensive and efficient security analysis, Niki Golf better protects its data and minimizes downtime so operations can keep running smoothly.



The fact that you can use it easily without having to be an expert made Splunk a perfect solution that's second to none."

— Shigeru Sakai, Information Systems Division, Niki Golf



REI, Inc. Gains Edge Protection With Splunk Cloud and AWS

Key Challenges

When REI migrated its applications to Amazon Web Services (AWS), the outdoor specialty retailer needed a platform that could provide edge protection for its Amazon Virtual Private Clouds (VPCs).

Key Results

Thanks to Splunk Cloud and Amazon GuardDuty, REI's teams now make analytics-driven decisions with enough context to minimize risk while ensuring availability for customers.

As an organization known for its customer service and brand reputation, REI wanted to extend its security posture to include edge protection of its Amazon Virtual Private Clouds as it migrated applications to Amazon Web Services (AWS). Previously, the organization lacked an investigation workflow that included AWS, and teams had to undergo a time-consuming process to manually extract and analyze the relevant data. Now that REI aggregates all security-relevant data in Splunk Cloud, the technology organization is bringing analytics insights to broader questions and decisions — yielding better outcomes across the business.

Data-Driven Outcomes

Gained **end-to-end security visibility** during AWS cloud migration

Enabled **DevSecOps transformation**



We want to protect REI data — that's where we put our resources and invest time. Procuring Splunk Cloud has been a really good investment, not just for the capabilities it offers, but also for the time savings."

— David Bell, Manager, Infrastructure and Cloud Services, REI

The background features several sets of thin, parallel lines that flow and curve across the page. One set of lines is pink, starting from the top left and curving towards the center. Another set is orange, starting from the bottom center and curving towards the right. A third set is light blue, starting from the bottom left and curving towards the right. The word "Technology" is centered in the middle of these lines.

Technology



Agero's Emergency Roadside Assistance Goes Fully Digital

Key Challenges

As a market-leading white-label roadside assistance company, Agero needed to digitize services to accelerate response times and provide better service for customers.

Key Results

The Splunk platform helped Agero offer a 100% digital customer experience for service requests, while providing visibility that enabled teams to better track, monitor and identify issues.

Working hand-in-hand with the majority of leading automakers and auto insurers, Agero provides critical driver support services 24/7 and responds to 12 million events annually. Because motorists can't wait long in a vehicle breakdown situation, Agero relied on sophisticated tooling in its call center to provide excellent customer service. But to make its services even better, Agero turned to Splunk Observability Cloud to offer a fully digital, transparent experience to better pinpoint locations, dispatch vehicles and provide the help customers need when in an accident or stranded on the road.



Knowing about incidents earlier has helped us respond sooner, and giving our engineers access to customer experience metrics at their fingerprints has accelerated recovery time. These have been huge improvements for us, and Splunk is an essential part of that.”

— Billy Macdonald, Senior Director, DevOps, Agero

Data-Driven Outcomes

18-point net promoter score increase over non-digital experiences

100% digital, agentless experience now available to customers

5% YOY increase in availability

Lenovo Offers Frictionless E-Commerce Experience With Splunk Observability

Key Challenges

To handle unexpected web traffic and data usage spikes, Lenovo prioritizes performance, stability and flexibility, especially when cloud migration is also underway.

Key Results

With Splunk Observability Cloud, Lenovo cut troubleshooting time in half, reduced total cost of ownership and helped accelerate its cloud migration efforts.

A company that offers seamless online shopping experiences, Lenovo must stay ahead of potential threats that may affect daily transactions. The multinational technology company needed a more flexible and adaptable observability solution that could accelerate troubleshooting through real-time and predictive actionable insights. Lenovo had already been using Splunk to improve IT operations and security for years, so turning to Splunk for observability was only natural. With Splunk Observability Cloud, Lenovo ensures there are no dropped transactions, performance hiccups or delays — even when sales and web traffic spike dramatically.

Data-Driven Outcomes

Around **five minutes** mean time to resolution (MTTR), **compared to about 30 minutes** previously

100% uptime despite 300% increase of online traffic

Cut troubleshooting time in half



Splunk is a great investment for us, as it remarkably improves our operational efficiency and achieves better team collaboration.”

— Ben Leong, Director of Operations, Online and eCommerce Platform, Lenovo

SCSK Corp. Acts on Data to Overcome Work-Life Balance Challenges

Key Challenges

To enhance employee health, SCSK needed to find ways to monitor and manage employees' long working hours and overtime — capabilities necessary for work style reform and healthy work-life balance.

Key Results

Data-driven remote work monitoring helped correct “workaholism” and rebalance workloads, resulting in healthier, happier employees and better business outcomes.

Healthy employees lead to a healthy organization of growth and innovation. That's why SCSK Corporation, a Japanese IT service provider, strives to protect its employees from overwork. No longer buried in Excel files, SCSK now has full visibility into the attendance and work hours of its remote workers on Splunk's dashboard, which makes it easy to visualize and analyze data. With Splunk, SCSK successfully reshaped the way it operates and manages its workforce, and looks forward to deriving more value from its data with the Splunk platform.



Work-life balance has been out of balance for too long for IT professionals, but Splunk gives us an edge by turning data into doing to let our employees live a healthy life.”

— Hiroko Kunimatsu, Head of Middleware Department 2, IT Engineering Division, Platform Solution Business Department, SCSK

Granular
remote access
control

Full
visibility
into employees'
attendance

Accurate
monitoring
of work status



Quantum Metric Uses Splunk Observability to Conquer Cyber Five

Key Challenges

Quantum Metric needed visibility into their increasingly complex infrastructure and applications to better support their customers, especially during high-volume events like Cyber Monday.

Key Results

With Splunk Observability Cloud, the 2021 unicorn has clear visibility into their architecture to help developers work more productively, improve capacity planning and better fulfill customer needs.

Quantum Metric relies on speed to help customers deliver digital products they'll love. Their solution, Continuous Product Design (CPD), unlocks real-time customer insights for swift and successful digital transformations. Following an influx of customers, Quantum Metric needed a flexible observability solution that could deliver actionable insights faster for a better customer experience. With Splunk Observability Cloud, the company uses synthetic monitoring and application performance monitoring to confidently manage their complex engineering environment with speed, leading to faster time to value and a better understanding of customer behaviors.

96% faster application development

\$80,000 savings

95% fewer pending CI jobs



Splunk Observability Cloud helps us see clearly into our complex environment, allowing us to act based on data so we can deliver on our mission to help customers build better products, faster.”

— Glenn Trattner, Chief Operating Officer, Quantum Metric

Slack Unlocks Data to Empower Collaboration

Key Challenges

Slack needed a best-in-class tool to gain better visibility into and control over its security landscape, especially during the pandemic.

Key Results

With Splunk, Slack verifies security across all products and applications, operating in a zero trust network to provide a secure experience for its customers.

More than 12 million daily active users rely on Slack to connect and collaborate. When COVID-19 hit, Slack transitioned more than 1,600 employees to remote work while also continuing to provide a secure service to its booming user base. With Splunk, Slack seamlessly transitioned to remote work, operating under a zero trust network — where users are authenticated and authorized — to strengthen its security posture.



Slack is how we verify that our security program is operating across our entire fleet and across our corporate applications the way we expect it to, the way we must to assure the integrity of our company.”

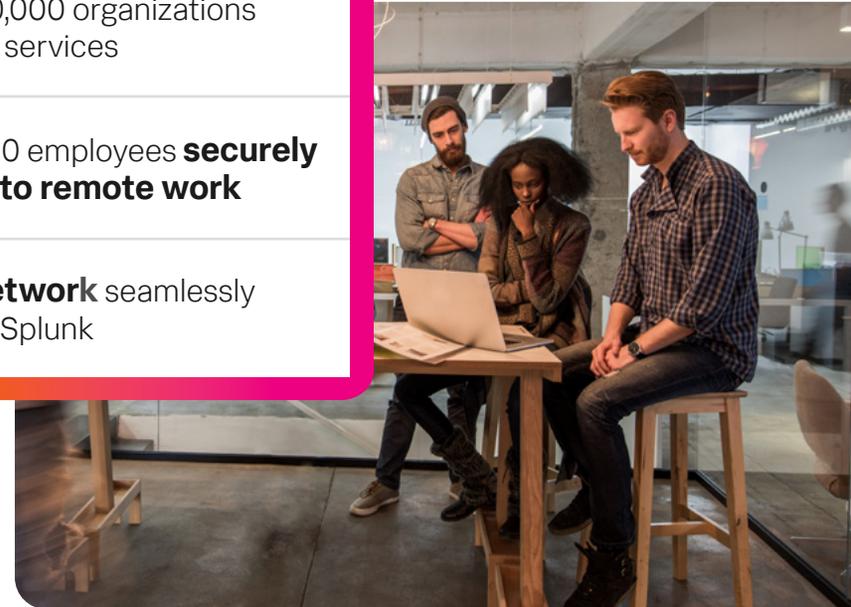
— Larkin Ryder, Director of Product Security, Slack

Data-Driven Outcomes

More than **12 million daily active users** and 750,000 organizations access secure services

More than 1,600 employees **securely transitioned to remote work**

Zero trust network seamlessly operated with Splunk



Check Point Secures Systems and Staff During the Pandemic

Key Challenges

Check Point wanted to derive more meaningful insights from diverse datasets to improve business operations while keeping the company protected from threats.

Key Results

With real-time insights into business operations, Check Point stays one step ahead of unforeseen events, even while working remotely during the pandemic.

Check Point creates cybersecurity solutions that help over 100,000 businesses of all sizes. To safeguard its own systems and staff, Check Point turned to the Splunk platform to translate data into meaningful insights that secure its entire operation. With Splunk, Check Point better understands the business, visualizes its systems and quickly investigates potential issues before damage occurs. When COVID-19 hit, Check Point used Splunk to ensure safety and productivity for employees — from contact tracing to discovering and mitigating security risks created by remote work.



We're a data-driven company. The main challenge is aggregating the huge amounts of data we collect and converting it into useful information."

— Jony Fischbein, Global Chief Information Security Officer, Check Point

Data-Driven Outcomes

5X faster security investigations

100% of remote workforce compliant with new COVID-19 security policy





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Splunk enables us to leverage a single source of truth to turn data into better, faster security decisions.”

— Md Harmizam Md Aris, Manager of IT Operations, Sapura Energy Berhad

Sapura Energy Berhad

Investigates Incidents 10x Faster for Seamless 24/7 Operations

Key Challenges

Detecting and investigating incidents efficiently to stay ahead of cyber threats was an arduous task for a small team, especially without centralized visibility across distributed operations.

Key Results

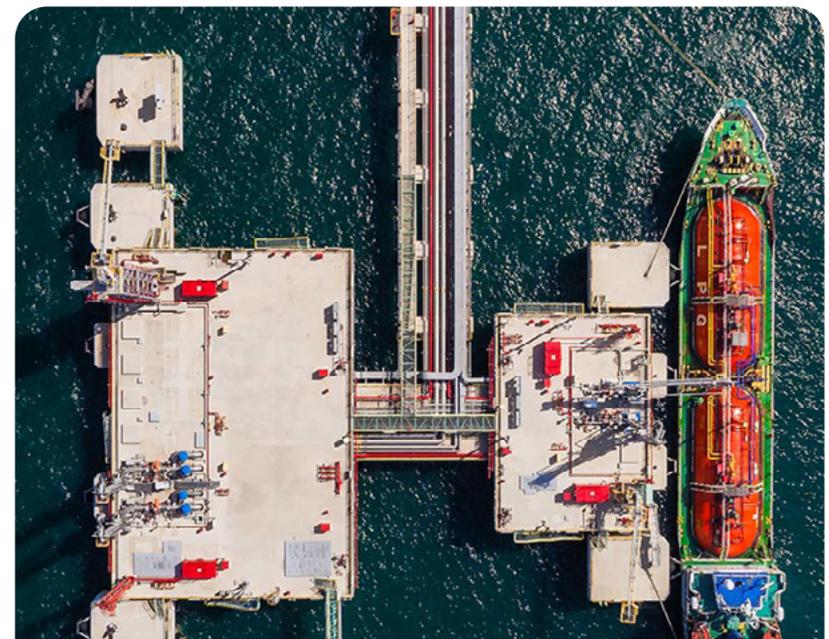
Security management is 10 times faster and requires fewer resources — and data-driven visibility helps clear all obstacles for maintaining seamless operations round the clock.

Cybersecurity was a top priority for leading integrated energy and solutions provider Sapura Energy Berhad. But the company faced challenges in formulating a proactive strategy to monitor the ever-evolving security landscape. The company turned to Splunk for a centralized data analytics platform that would speed up investigations and drive better, faster security decisions. The Splunk solution now helps the IT team eliminate all data silos and integrate logs from distributed sources into a single, shareable platform for centralized monitoring. With Splunk, Sapura Energy Berhad is ready to sustainably grow its IT infrastructure as it scales into the future.

10X faster
incident detection
and investigation

24/7 operations
for even better
customer support

**Fewer
resources
required** for
cybersecurity
management



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Globe Telecom Transforms Data Into 24/7 Single-Pane-of- Glass Visibility

Key Challenges

With thousands of disparate systems and servers to manage, Globe Telecom struggled to spot issues that could impact customers.

Key Results

Globe Telecom saved resources, accelerated reporting and improved anomaly detection by visualizing operational health on one central dashboard.

Globe Telecom, the largest mobile network in the Philippines, is under constant pressure to catch technical glitches before an outage occurs. Wanting to monitor its networks, applications and databases 24/7 to enhance end-user satisfaction, Globe Telecom chose Splunk for its observability needs without hesitation. A single view of all business operations replaced 20 monitoring screens, allowing Globe Telecom to make faster decisions with fewer resources. Splunk empowers Globe Telecom to use data to sharpen its competitive edge in today's customer-centric environment.



Splunk enables us to see the power of real-time analytics from a single pane of glass so we can resolve issues faster and make more informed decisions by turning data into actionable insights. This is something we have been waiting to do for years.”

— Joseph Manalang, Service Operations Intelligence Center Manager, Globe Telecom



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TalkTalk Detects Problems Early and Improves Network Performance

Key Challenges

Legacy systems made it difficult for TalkTalk to gain sufficient data on network performance and service outages, limiting the organization's ability to identify problems quickly and effectively.

Key Results

With visibility into network and performance metrics, TalkTalk has drastically reduced cases of underperformance across more than 5,000 exchanges while strengthening its brand reputation.

TalkTalk, a leading landline, fiber, TV and mobile services provider for UK consumers and businesses, suspected that its domain name system (DNS) was underperforming. The team didn't have access to pertinent, timely information, so service outages were very costly and time-consuming for the company. Thanks to the Splunk platform, TalkTalk now detects an outage within seconds or even milliseconds — as opposed to minutes previously — and precisely pinpoints which customers are affected for faster resolution, better uptime and happier customers.



It's about spotting where we have a flawed process, then using the Splunk platform to provide us with a list of affected customers so we can fix the problems using robotic process automation (RPA).”

— Paul Emmett, Head of Network Operations, TalkTalk

Data-Driven Outcomes

10 or fewer weekly critical incidents, rather than several thousand

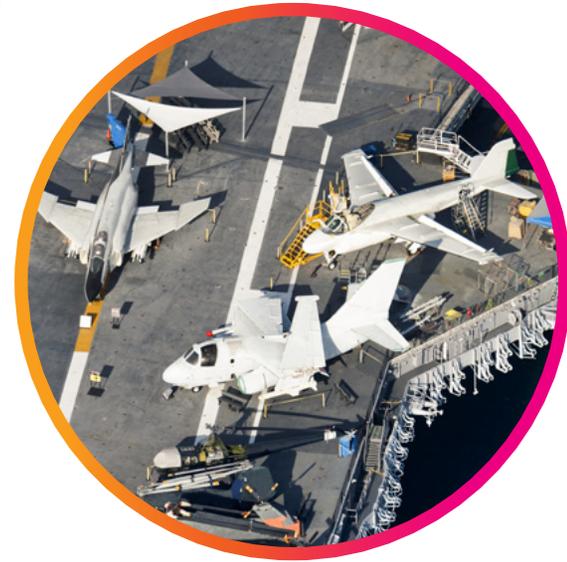
Improved network performance, reliability and uptime

Better customer experience



See how more innovators
are using data to forge
the future.

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