

Splunk IT Service Intelligence

Protect service performance with AIOps

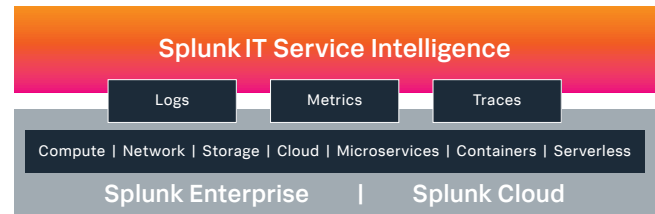
- **Protect performance and availability:** Reduce unplanned downtime by 60%
- **Efficient IT management:** Reduce alert noise by 95% and MTTR by 90%
- **End-to-end service visibility:** Prevent service degradations 30 minutes in advance and reduce total incidents by 45%

Real-time event correlation

Service health dashboards

Predictive analytics and alerting

Response and remediation integrations



As companies go digital, IT teams must support more business-critical services in increasingly complex environments. Traditional ITOps tools aren't equipped to manage these hybrid environments and prevent teams from effectively supporting business demands. Splunk equips organizations with the agility, speed and visibility required to protect today's business-critical services and their hybrid environments.

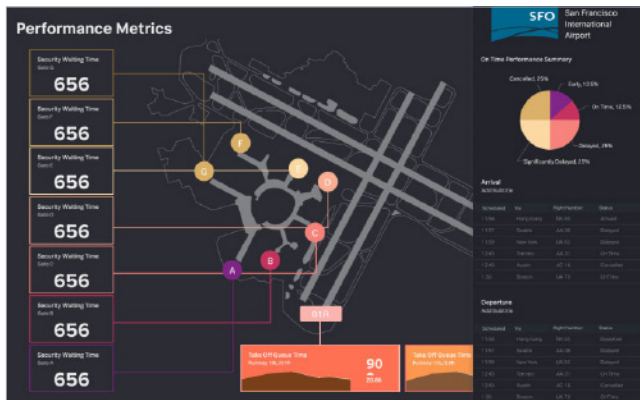
Splunk® IT Service Intelligence (ITSI) is an analytics and IT management solution that empowers teams to predict incidents before they impact customers. ITSI correlates and applies machine learning intelligence to data collected from monitoring sources for 360° service visibility, predictive analytics and streamlined alert management.

ITSI is a premium product built for Splunk Enterprise or Cloud. ITSI provides real-time and predictive performance dashboards to monitor service health and integrates with IT service management (ITSM) and orchestration tools like VictorOps and Phantom, so teams can monitor, detect, respond and resolve incidents all from one place.

Cost Optimization	Operational Efficiency	Business Impact
US State of Louisiana Government Executive, Legislative and Judicial Services Louisiana consolidated 20 IT departments and disparate legacy systems. By modernizing their IT operations, the state saved \$70 million in licensing and maintenance costs.	Leidos Fortune 500 Defense and Technology Leader Leidos implemented Splunk to manage 120 services and 20 management systems. As a result, they reduced alert noise by 98%, reducing 3,500 daily events to 50 actionable tickets.	TalkTalk United Kingdom Telecommunications and Connectivity Provider With 4 million customers and 6 million tests per day, TalkTalk required real-time performance monitoring for hundreds of metrics. Within a year of adopting Splunk, customer service improved, and TalkTalk's Net Promoter Score (NPS) increased by 22 points.

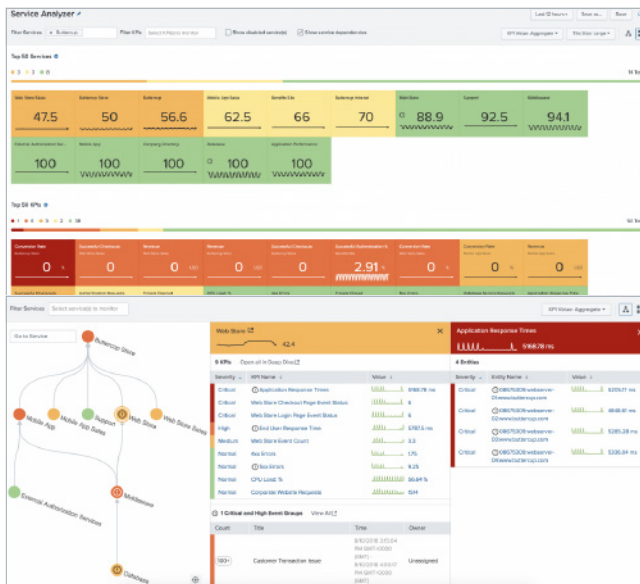
Glass Tables

Monitor performance the way the business operates with pre-built or custom dashboards that track service health.



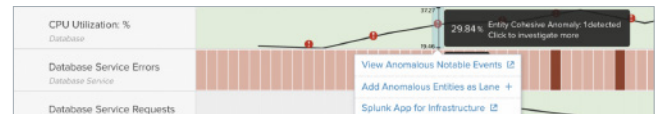
Service Analyzer Dashboard

Visually correlate services to underlying infrastructure with a tile or tree view. Drill down to code level and identify root causes directly from service monitoring dashboards.



Anomaly Detection

Use historical data to alert on unexpected behavior for one or multiple events. Patterns are continuously updated in real time.



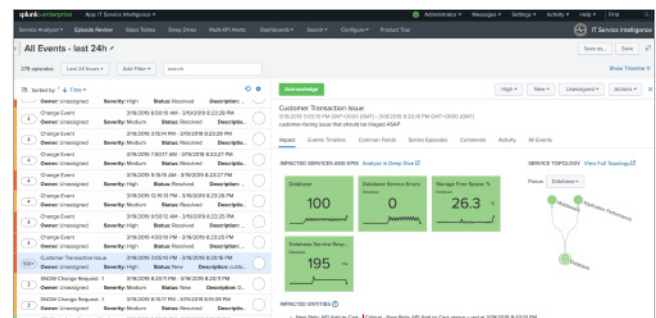
Service Deep-Dives

Use side-by-side displays of multiple services and correlate metrics over time to identify root causes.



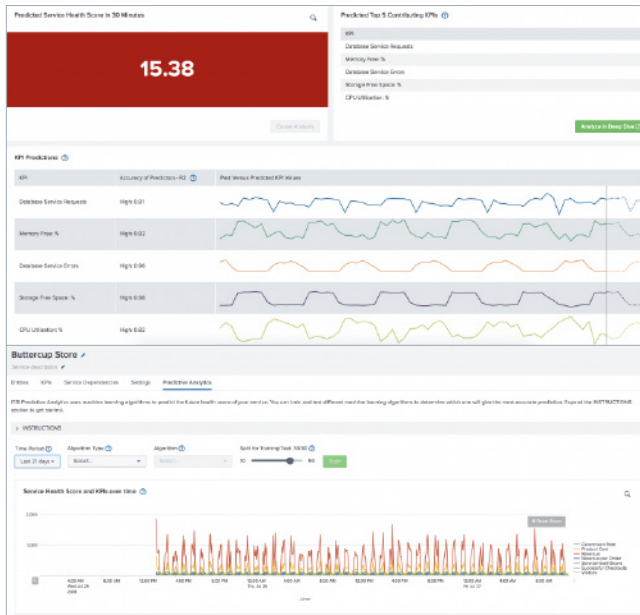
Intelligent Event Management

Collect and enrich events from multiple sources into a single alerting framework. Real-time, automated event correlation triggers alerts as data enters the system, using out-of-the-box (OOTB) machine learning policies for immediate noise reduction. Incidents are automatically prioritized by service score and impact.



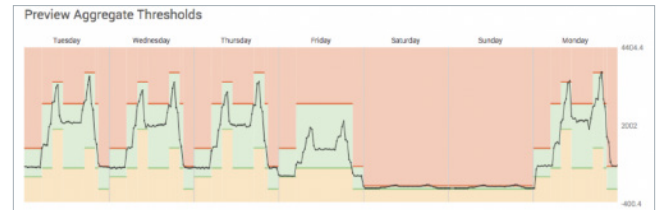
Predictive Analytics

Predict future incidents 30 minutes in advance using machine learning algorithms and historical service health scores. Top five contributing service metrics are displayed to guide troubleshooting.



Fixed and Adaptive Thresholding

Set fixed or adaptive thresholds to enable alerts only when behavior strays from normal. With adaptive thresholding, machine learning algorithms automatically update thresholds based on observed behavior so your alerts don't become stale.



Integrations with External ITSM Tools

Trigger service ticketing, on-call response or automated playbooks directly from your incident review for fast incident resolution.

