

Helvetia Depends on Splunk ITSI for Alert and Event Reduction and IT Cost Savings

Introduction

This case study of HELVETIA is based on a February 2022 survey of Splunk ITSI customers by TechValidate, a 3rd-party research service.



“Splunk allowed us to combine multiple silos of data into one central overview, which enabled us to transition to more service oriented monitoring and management.” — Volkher Kassner, APM Engineer, Helvetia

Challenges

Helvetia started using Splunk ITSI to address the following challenges:

- Fragmented visibility due to siloed monitoring tools or disparate systems
- Difficulty finding true root cause
- Too much alert noise or inability to prioritize alerts for a particular business service

Use Case

The IT operations and DevOps teams at Helvetia have been using Splunk ITSI for approximately two years. The Splunk ITSI features and functionalities Helvetia uses include:

- Aggregation of monitoring data from Splunk and third party management tools (Single Pane of Glass, Manager or Managers)
- Service Oriented Monitoring and Management (to evolve from basic application and infrastructure alerting)

The Helvetia team combines Splunk ITSI with other Splunk products for a complete solution:

- Splunk Enterprise
- Splunk Observability Cloud
- Splunk Infrastructure Monitoring
- Splunk Application Performance Monitoring

Helvetia is using the following third-party IT and DevOps solutions in addition to Splunk:

- Dynatrace
- ServiceNow
- Nagios
- Paessler PRTG Network Monitor

Results

The company achieved the following results with Splunk ITSI.

Key-value drivers and benefits they are measuring with Splunk ITSI:

- Alert/Event Reduction %
- IT Cost Improvement/Savings

Value of the following Splunk ITSI features to their organization:

- Service Analyzer Trees: Extremely valuable
- Episode Review: Very valuable
- Deep Dives: Very valuable
- Glass Tables (Executive Dashboards): Valuable

Helvetia saw the following percent range improvements for each measured value category that Splunk ITSI provides the organization:

- Mean Time to Detect (MTTD) Improvement: 60-79%
- Alert Reduction Improvement: 40-59%
- IT Costs Reduction: 40-59%
- Mean Time to Repair (MTTR) Improvement: 21-39%
- Root Cause Analysis (RCA) Improvement: 0-20%

Company Profile

Company:
HELVETIA

Company Size:
Large Enterprise

Industry:
Insurance

About Splunk ITSI

Splunk helps organizations ask questions, get answers, take actions and achieve business outcomes from their data. Organizations use market-leading Splunk solutions with machine learning to monitor, investigate and act on all forms of business, IT, security, and Internet of Things data.

Learn More:

[Splunk](#)