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US Bank Rates Splunk Platform and Security as Superior

Introduction

This case study of US Bank is based on an October 2021 survey of Splunk customers by TechValidate, a 3rd-party research service.

> "Splunk is an easy, self-service tool that can be referred to all customers. It has enabled us to combat threats with actionable intelligence and advanced analytics that scale to meet our needs." — Ivin Kuriakose, System Administrator, US Bank

Challenges

The challenges/pain points US Bank faced before implementing Splunk included accessing, ingesting, searching and/or monitoring siloed data across the organization. Before choosing Splunk, US Bank had been using Elastic.

Use Case

US Bank is using both the Splunk Enterprise and Cloud Platforms along with Splunk Security Products and Solutions.

Results

The Splunk features/capabilities that have been the most valuable to the organization include:

- Powerful searching, reporting, and analyzing capabilities
- Ability to reallocate time-consuming tasks to Splunk to focus on high-value use case delivery
- Ability to react quickly using descriptive, predictive, and prescriptive analytics

US Bank has experienced multiple benefits since using Splunk. These include the following.

- The organization can ensure business resilience by empowering its people to predict, identify and solve problems in real-time.
- US Bank can easily onboard new teams and use cases with an ability to scale quickly and on-demand.
- The bank has reduced downtime, keeping mission-critical applications and infrastructure up and running.

With a return on its investment in Splunk within 1-6 months, US Bank agreed with the following statements:

- Splunk has enabled us to combat threats with actionable intelligence and advanced analytics that scale with our needs.
- Splunk has helped us tackle tough cloud complexity challenges to avoid costly overages, consolidate toolsets, and gain overall cloud confidence.
- Splunk has provided end-to-end service visibility and streamlined incident resolution while offering predictive analytics that are so crucial to our business.
- Splunk APM integrates with other observability tools to provide logs, metrics, user data (RUM), and more, all in one interface. We can now investigate faster and answer any questions about our business, saving valuable time and effort.

US Bank rates Splunk as superior on the following compared to other solutions:

- Powerful searching, reporting, and analyzing capabilities
- Stream unstructured data from all systems, devices, and people
- Reallocate time-consuming tasks to Splunk to focus on high-value use case delivery
- React quickly using descriptive, predictive, and prescriptive analytics
- Ensure a highly secure environment that meets rigorous security and compliance standards

US Bank has seen significant improvements in the following areas since using Splunk:

- Ensure business resilience by empowering their people to predict, identify and solve problems in real-time
- Reduce time spent on administrative tasks, freeing up time for other priorities
- Reduce downtime, keeping mission-critical applications and infrastructure up and running
- Achieve faster time to market for new apps, improving developer efficiency

Company Profile

Company:
US Bank

Company Size:
S&P 500

Industry:
Financial Services

About Splunk

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.

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