

Splunk Takes Corporate Express to Improved IT Efficiency

Splunk provides single search repository for IT troubleshooting and intelligent dashboards

SYDNEY -- MAY 10, 2010 -- today announced that Corporate Express Australia, one of the leading single-source suppliers of business products and services in Australia and New Zealand, has implemented Splunk to improve IT efficiencies and provide intelligent operational dashboards.

Splunk provides Corporate Express with the dashboards and insights to facilitate better IT decision making as well as equipping them with an up-to-the-moment understanding of what is happening across their infrastructure.

With over 40 sites around Australia and New Zealand and corporate datacentres hosting a myriad of systems, technologies and applications, Corporate Express were faced with the day-to-day challenges that typify modern IT; log and technology silos. With its single search repository, Splunk was uniquely suited to address associated inefficiencies and manual processes inherent in troubleshooting and pinpointing issue root cause.

"My colleagues are amazed when I pull up an instance of Splunk and show logs, performance data, and application data, in one location, sortable by time," said Shaun Butler, Senior Technology Specialist, Corporate Express Australia. "Splunk has facilitated our journey to a team that is operationally proactive."

The IT department uses Splunk to provide a single search repository for systems logs, management logs and application logs. This provides advanced visibility across the entire infrastructure for all the different IT teams, including systems, networking, security, applications and development. This saves time that was previously spent communicating and coordinating between different personnel.

When they saw how easily they could graphically depict data, plot trends and create dashboards, Corporate Express, Australia realised Splunk would be key in meeting their IT dashboard and capacity trending requirements. The ability to easily capture search logic and present it graphically, introduced in Splunk 4, has also allowed Corporate Express to standardise on Splunk as its IT dashboarding environment.

Corporate Express uses Splunk to aggregate data from multiple disparate systems to create comprehensive capacity and performance dashboards.

"When we instrumented application response analysis for SAP, the administrator was floored," said Butler. "He can now do some amazing things like quickly troubleshooting and tuning SAP when performance slows."

Standardising on Splunk across its IT environment has also allowed Corporate Express to avoid significant investment in silos of vendor-centric management tools.

"Corporate Express is a great example of how leading organisations across Australia, Asia and the world are moving from reactive troubleshooting to proactive business analysis using Splunk," said Robert Lau, Vice President, Asia Pacific for Splunk. "Corporate Express has transformed their machine-generated data into powerful business information and Splunk dashboards have enabled them to deliver this information to users in a view appropriate to their role."

Splunk's openness and ability to integrate with Corporate Express's existing systems and tools and easily create new dashboards has seen an explosion in Splunking. No longer the exclusive domain of the infrastructure team, Splunk is now in daily use by IT support, customer service and systems development teams.

About Splunk

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Splunk is software that provides unique visibility across your entire IT infrastructure from one place in real time. Only Splunk enables you to search, report, monitor and analyse all your real-time streaming and historical IT data. Now you can troubleshoot application problems and investigate security incidents in minutes instead of hours or days, monitor to avoid service degradation or outages, deliver compliance at lower cost and gain new business insights from your IT data. Over 1,750 enterprises, service providers and government organisations in 68 countries use Splunk to realise new levels of service quality, reduce IT operations costs and mitigate security risks in record time. The world's leading technology providers and over 50 system integrator, value-added reseller and managed service provider partners are driving new business and fueling their offerings with Splunk. Download your own free copy of Splunk today at www.splunk.com/download

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