



Splunk Powers Predictive IT for a Dynamic and Evolving World

October 2, 2018

New Version of Splunk ITSI Enables Unified View of Critical IT and Business Services and Enhanced Automation Capability through AIOps

SAN FRANCISCO & ORLANDO, Fla.--([BUSINESS WIRE](#))--**conf18** – [Splunk Inc.](#) (NASDAQ: SPLK), delivering actions and outcomes from the world of data, today announced a new version of Splunk® IT Service Intelligence (ITSI) that can help IT teams better predict and prevent problems. [Splunk ITSI](#) is a machine learning-powered monitoring and analytics solution that gives IT teams a way to quickly and easily detect emerging problems and simplify or automate incident investigation and workflows across all data sources. The new version of Splunk ITSI, which is now generally available, improves predictive analytics through a series of new capabilities.

“IT environments are complex and dynamic, and IT teams are constantly under pressure to make sense of their data and take action,” said Rick Fitz, senior vice president and general manager of IT markets, Splunk. “The ability to use machine learning and artificial intelligence to predict service degradation and prevent issues allows these teams to focus on driving value for the business. We make smart IT teams smarter with a platform that brings together all the data to provide complete visibility.”

“TransUnion uses Splunk Enterprise, the free Splunk Machine Learning Toolkit, and now Splunk ITSI to reinforce system uptime, which helps us complete more customer transactions. High performance means keeping our customers satisfied while maximizing revenue,” said Steve Koelpin, lead Splunk engineer, TransUnion. “Splunk’s machine learning capabilities enable us to forecast, predict and specifically improve our transaction performance in real time.”

Artificial Intelligence (AI) Enables Predictive Analytics and a Unified View of Critical IT and Business Services

Built on the Splunk platform, Splunk ITSI 4.0 provides a solution for AIOps and helps customers go from reactive to predictive IT. This eases the frustration and lost productivity that IT teams encounter when issues and service degradation occur so that they can focus on innovation. Splunk ITSI’s latest monitoring and analytics features and integrations enable IT teams and leaders to better manage their IT environments to maximize organizational performance.

- **KPI Predictions** provide deeper insights into a potential health degradation. Utilize the breadth of data in the platform to help predict KPIs like customer experience, application workload and infrastructure health, in order to identify issues or outages in advance.
- **Predictive Cause Analysis** helps customers drill down into the specific services underlying a predicted issue to proactively remediate and resolve it before customer experience is impacted.
- **Robust Integration with VictorOps**, which Splunk recently acquired, streamlines the monitoring, detection, alerting, and response process so that the right people can be engaged with timely information to collaboratively resolve an issue.

“With Splunk ITSI, our networking teams no longer need to constantly watch a dashboard all day long because the predictive analytics give them enough time to identify and engage operational resources to resolve IT issues before they occur,” said Chris Crocco, Lead Solutions Engineer, Viasat. “The team now has more resources and time to focus on other initiatives in a way that they haven’t been able to do before.”

Integration with Splunk App for Infrastructure Brings IT Monitoring Across Entire Organization

With Splunk ITSI 4.0. Customers are now able to use Splunk App for Infrastructure with an easy interface from Splunk ITSI. This gives customers access to a full-scale monitoring platform that can correlate their server data across the entire organization. Splunk App for Infrastructure gives system administrators and site reliability engineers a unified approach to monitoring and troubleshooting. Customers can now also access Splunk App for Infrastructure data directly from Splunk ITSI to get more detail at the server level. You can download the [Splunk App for Infrastructure](#) on Splunkbase.

For more information on Splunk IT solutions, visit the [Splunk website](#).

About Splunk Inc.

Splunk Inc. (NASDAQ: SPLK) 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. Join millions of passionate users and [try Splunk for free](#) today.

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