

PXP Ensures Platform Resilience and Uptime with Splunk Cloud

Key Challenges

PXP needed comprehensive data correlation capabilities to maintain its industry-leading uptime — and enhanced visibility across its platforms to scale and optimize operations.

Key Results

With Splunk Cloud Platform, PXP has maintained a consistent 99.996% uptime over the past four years — providing customers with a trusted 24/7 payment partner.



Industry: Finance

Products: [Splunk Cloud Platform](#)

Solutions: [Platform](#)

A smarter way to pay

As a leading global payments provider, uptime is PXP's most critical success metric. Nowadays, there's no second chance at loyalty: a failed payment isn't just a technical issue, it's a lost transaction and an unhappy end user. With high-profile customers like BetMGM, Urban Outfitters, Abercrombie & Fitch, and Chipotle, PXP needed a dependable solution to help maintain its best-in-class uptime standards. "Trust is everything in payments," says PXP Chief Information Officer Dwaine Thomas. "Our merchants depend on us to protect their customer relationships, so our infrastructure has to be bulletproof." Enter [Splunk Cloud Platform](#).

Sustained uptime drives up customer satisfaction and business growth

Through long-term infrastructure scaling and operational maturity, PXP has achieved an impressive 99.996% uptime standard for over four years. This metric is underpinned by key resilience factors such as strong CI/CD processes and customer monitoring — all thanks to the Splunk Cloud Platform.

CI/CD pipelines and automated validation enable safe, rapid delivery of new functionalities. Engineering teams at PXP validate releases using comprehensive test data, performance benchmarking, load testing, and deployment validation to assess the impact of their changes. This ensures that these adjustments function as intended with controlled risk.

With a complete view of the transaction journey and footprint through Splunk's cross-platform observability, PXP proactively monitors customer transactions on a broad scale, identifying drops in activity and notifying customers of potential issues, such as system downtime, before they impact business operations. "The cost of downtime is the most significant risk to our business," explains Thomas. "As a B2B service provider, we always keep the end customer in mind, striving to deliver solutions that drive meaningful impact."

Outcomes

99.996%
uptime sustained over
four years

100%
optimized, context-rich
alerts

Near-instant
MTTD

Comprehensive data correlation enhances detection and response

By correlating data across various sources, Splunk Cloud has dramatically improved both PXP's detection and root cause identification speeds. Previously, PXP manually monitored and aggregated data across multiple sources to piece together a complete picture — a task that could take over 15 minutes for just an initial analysis. Now, with optimized, context-rich alerts from Splunk Cloud, PXP's first-line response team can detect anomalies almost instantaneously — typically within one minute. Frontline support then immediately routes issues to the correct team based on contextual alert data, enabling faster triage and resolution. This rapid process is crucial for minimizing downtime and maintaining system integrity.

Splunk's comprehensive data collection and analysis from the whole environment — structured log-in framework, unstructured databases, and virtual machines data — allows PXP's teams to correlate performance metrics across various components. This holistic view provides insights into how issues in one area can affect the entire system, helping pinpoint root causes, reduce the frequency of downtime-causing incidents, and ensure that CI/CD processes and code updates are properly validated.



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Reliable transactions, every time

PXP bridges the gap between technical insights and real-world business impact, delivering seamless, reliable payment services that enhance merchants' bottom lines. But customer demands are evolving. "As a payments provider, being highly secure, resilient, and scalable is the expectation," says Thomas. "Companies are now demanding business optimization that improves their bottom line."

Through Splunk's real-time data correlation, PXP now provides merchants with business optimization services. By analyzing customer activity and success rates across multiple providers, PXP can predict and prevent drops in activity, directing customers to the best payment option to maintain transaction success. This proactive approach is crucial as every lost transaction can significantly impact revenue and trust.

Looking ahead, PXP aims to develop this dynamic checkout system further, ensuring optimal success rates through intelligent payments orchestration. "If we cannot process a payment due to downtime, our customers might lose that client for good," says Thomas. "Our goal is to bridge the gap between what we see in the payment services and what that might mean in real-world consequences." PXP understands that digital resilience truly pays.

To find out more about the PXP Financial family of companies please visit: [PXP](#) and the [PXP blog](#).

Download Splunk for free or get started with the free cloud trial. Whether cloud, on-premises, or for large or small teams, Splunk has a deployment model that will fit your needs.



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