

2C2P Secures Global Payments and Optimizes Its Cloud Environment

Key Challenges

2C2P had difficulties getting a holistic view of its log management operations, which affected its ability to secure cloud operations and comply with Amazon Web Services (AWS) regulatory requirements.

Key Results

With real-time log analytics, 2C2P gained full visibility into cloud assets, facilitated regulatory compliance on AWS and automated troubleshooting for cloud operations — improving both system health and customer satisfaction.

2C2P

Industry: Financial Services

Solutions: IT Operations, Security, Platform

In today's fast-paced world, agility is non-negotiable.

2C2P provides global businesses with a payments platform that securely accepts payments across online, mobile and offline channels in the Southeast Asia region. To ensure optimal flexibility for its customers, 2C2P's robust platform accepts more than 250 payment methods and operates an alternative payments network spanning across 400,000 physical touchpoints.

With so much complexity to manage, 2C2P faced increasing local and international compliance challenges. "We have to collect and store log data for 90 days for incident investigations to fulfill cybersecurity protection obligations," says Kavin Tantipongsakul, senior manager of IT infrastructure and security at 2C2P. "But that becomes very difficult because different sources generate different types of logs at an astounding rate." On top of that, the company must also comply with the Personal Data Protection Act, a common data protection law in Southeast Asia governing the collection, use, disclosure and transfer of personal data.

To simplify processes, 2C2P needed an automated log analytics solution that could replace its laborious manual processes while providing full-stack visibility into operations across its AWS Cloud environment, distributed systems and virtual private networks. Cue Splunk, which helped 2C2P achieve its goals: increase productivity, uphold regulatory compliance, and combat cyber threats and data breaches while monitoring system health in real time.

Managing compliance and security with real-time intelligence

"Previously when there was a request from the auditor, we had to gather data from the log files manually, and it took us several days or a week to respond," says Tantipongsakul, recalling how challenging it was to meet regulatory compliance requirements before adopting Splunk solutions. "We have confidence in Splunk not only because of its leading position in the market, but also because of our firsthand experience with the platform's flexibility."

With Splunk, 2C2P now automatically ingests, parses and indexes all types of log data, then manages them through a unified platform. Thanks to insight-rich Splunk dashboards that offer increased visibility into their AWS environment, teams now quickly spot and respond to security vulnerabilities and performance inefficiencies in the company's cloud deployments.

Turning Data Into Outcomes

- **Faster** log data analysis
- **Accelerated** issue investigation – from hours to minutes
- **Unified** view of AWS Cloud operations

2C2P runs most of its applications on AWS, and Splunk provides a centralized view into all these services. That means everything from Elastic Load Balancing, which keeps applications running smoothly during peak demand with half the people power, to Amazon Virtual Private Cloud, which allows 2C2P to maintain 99.9% system availability and secure virtual connections.

2C2P also relies on the AWS global coverage to meet clients' needs across retail, travel and tourism. The Splunk platform makes managing this far-flung network simple, giving 2C2P real-time operational intelligence at its fingertips. What once took days of log collection and analysis has been whittled down to an automatic process that lasts just a few minutes. Because Splunk has helped alleviate the time-consuming complexity of log management and regulatory compliance, 2C2P has been able to focus more on its core business.

Better system health = better customer satisfaction

In addition to empowering 2C2P to meet security and compliance standards, the Splunk platform has also helped the company pinpoint and investigate new threats while monitoring the health of its distributed IT systems from a single pane of glass.

The Splunk platform automatically monitors activity and issues in 2C2P's IT infrastructure, looks for trends in operational performance, triggers alerts after detecting anomalous behavior and correlates events. Monitoring processes that once took hours to complete is now done in minutes. When issues arise, routine log reviews and in-depth analysis of stored logs immediately flag security incidents, policy violations, fraudulent activities and operational problems, then provide insights for quick issue resolution.

Above all, using the Splunk platform has sharpened 2C2P's competitive edge in the marketplace and boosted customer satisfaction. "Because of Splunk, our service platform is now running more securely and reliably, which has increased customer confidence and satisfaction," Tantipongsakul says. "This gives us unprecedented business value."

Optimal system performance is especially crucial when 2C2P runs large sales events with retail clients. During these events, processing needs are 15 to 20 times larger than normal — but with both Splunk and AWS, 2C2P handles the high volumes of transactions with ease and finesse.

Bringing data to DevOps (and beyond)

2C2P is pioneering what it looks like to turn data into action within the payments industry. "We are among the first fintechs in Southeast Asia to adopt a data analytics platform like Splunk to turn AWS data into actionable insights and bring our business operations to a new level," Tantipongsakul says.

2C2P is planning to extend the use of Splunk solutions to other areas, such as DevOps. "We are looking to dissolve operations and development silos while improving application delivery through real-time DevOps monitoring," he says. "We strongly believe Splunk will revolutionize our DevOps approach."



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Kavin Tantipongsakul,
Senior Manager, IT Infrastructure
and Security, 2C2P

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