



Splunk Delivers a World-Class User Experience

Insights from the SoftwareReviews
SIEM Emotional Footprint Report



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Security incident & event management (SIEM) software is a critical piece of any organization's data security ecosystem. SIEM tools collect and analyze data from multiple systems to hunt and detect security threats, proactively identifying risks and then helping mitigate damage in the event of an attack.

Splunk Enterprise Security delivers an end-to-end view of organizations' security postures with flexible investigations, unmatched performance and the most flexible deployment options offered in cloud, on-premises or hybrid deployment models. Splunk Enterprise Security enables you to:

- Conquer alert fatigue with high-fidelity risk-based alerting.
- Bring visibility across your hybrid environment with multicloud security monitoring.
- Conduct flexible investigations for effective threat hunting across Security, IT and DevOps data sources.

Key Features



Analytics & Reporting

Dashboard visualizations, reporting and easy data extraction for data analysis.



Security Threat Visibility

Integration with other security technologies for monitoring, incident analysis and data enrichment to enable tracking and analysis of related events.



Forensic Analysis Support

Query capabilities with prebuilt and custom drilldowns, pivots and parsing.



Threat Intelligence

Threat intelligence feed integration with the ability to update multiple uses and control updating behaviors.



Correlation

Policies for control area network (CAN) data and baselining, acting in near real time.



Scalability & Network Performance

Horizontal and vertical scalability while reducing latency impacts from CAN activities.

Splunk Enterprise Security Is a Leader in Customer Experience

Peer Review Platform SoftwareReviews.com Recognizes Splunk Enterprise Security as an Emotional Footprint Champion in the 2021 Security Incident & Event Management Category

What is the Emotional Footprint? SoftwareReviews evaluates 27 aspects of the customer relationship using a net promoter methodology. These ratings include provocative, detailed questions on the experience of working with the vendor, creating a powerful indicator of overall user sentiment.



NET EMOTIONAL FOOTPRINT +88

“Best tool for Log analytics, excellent features covering advanced Security aspects.”

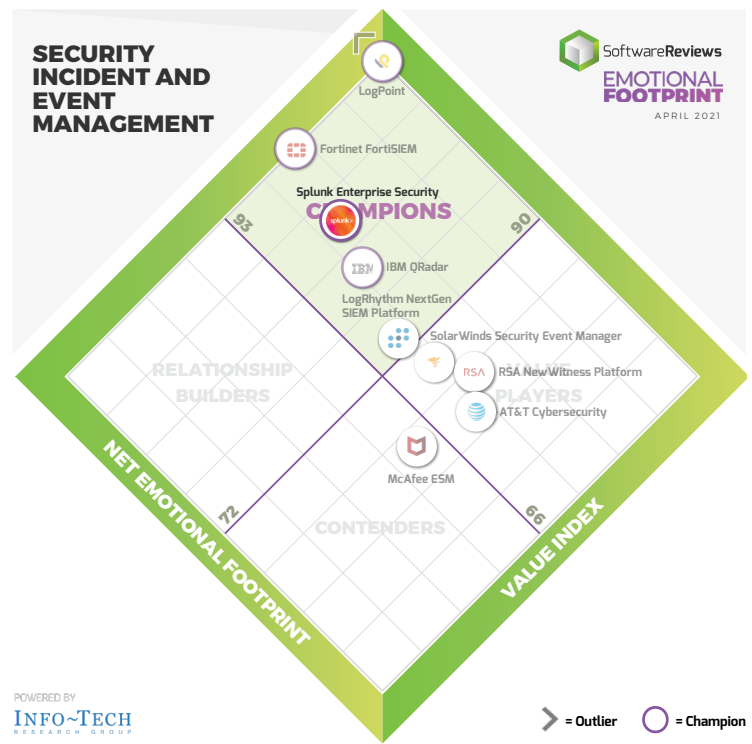
Technical Architect
Technical Services

Champion Performance

The SoftwareReviews Diamond highlights which technology providers deliver a high-value customer experience.

Category-Leading Customer Satisfaction

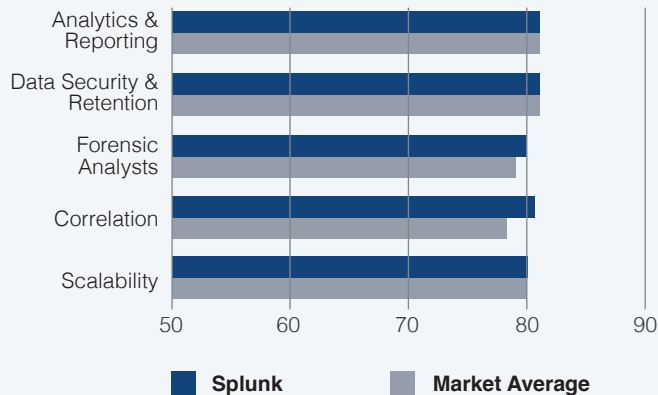
Splunk Enterprise Security customers provide overwhelmingly positive reviews, rating a **+88 Net Promoter Score**.



Splunk Enterprise Security Is a Leader in Customer Experience

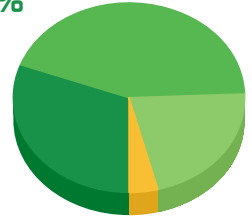
Your SIEM tool needs to be reliable and flexible to meet the unique needs and security requirements of your organization.

Splunk's Performance Against the Market Across Five Core SIEM Features



UNIQUE FEATURES

96%



Customers' Rating of the Uniqueness of Splunk Enterprise Security Features

Splunk delivers a solution that outpaces other options and provides a robust set of features that conform to your environment.

With over 2,400 technology integration apps available in Splunkbase, we will work with you to maintain a secure and stable environment.

Splunk is more than just a security tool. It is the only platform that helps you investigate, monitor, analyze and act with:



Any Data



Any Insight



Any Source



Any Action



Any Timescale

“Splunk is a very flexible tool which helps our team with effective logging and troubleshooting. It also helps with amazing dashboarding.”

Program Manager
Facilities

“It's the best product if you need something customizable.”

Sr. Manager, Business Operations Protection
Network Security

Driven to Improve the Future for Our Customers

At Splunk, we believe that what it takes to be secure, resilient and innovative is being able to use data the right way. Splunk is built for securing, operating and innovating quickly and effectively in multicloud and hybrid environments.

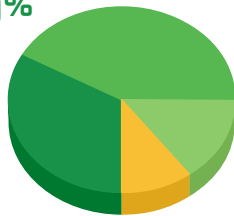
Our goal at Splunk is to help organizations and security professionals turn their data into doing with a powerful Security Analytics/SIEM solution.

We understand how difficult it is to stay ahead of constantly changing threat landscapes and how quickly SIEM needs to evolve, which is why we emphasize improving the future through a customer-centered strategic roadmap.

Splunk Enterprise Security is rated highly by customers in the areas of helping them be successful: We continuously improve the product, inspire our customers’ success and help them innovate against threats.

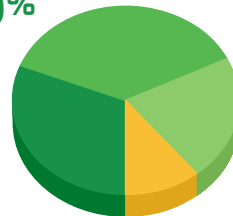
CONTINUALLY IMPROVING

90%



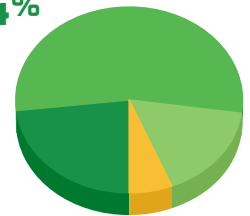
INSPIRING

89%



HELPS INNOVATE

94%



“Splunk is more than a tool or a product, it is a big data platform. Splunk is about your imagination and what you can do with it. That is the beauty of the platform.”

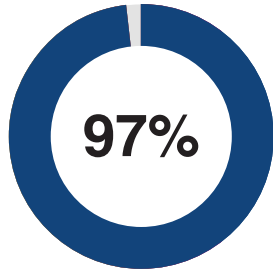
IT Project Manager
Construction

Our customers have spoken – Splunk Enterprise Security provides an outstanding product experience, leading the market with a reliable, productive product.

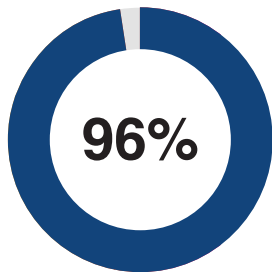
Component	splunk>	RSA	IBM	McAfee	LogRhythm
Reliability	+95	+84	+88	+85	+78
Enhancing Performance	+91	+92	+84	+76	+83
Enables Productivity	+87	+76	+92	+77	+72

Scores represent average satisfaction scores provided by users.

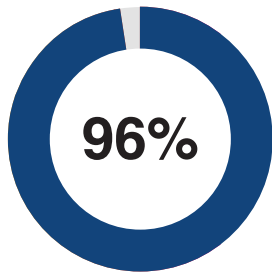
Choose a Partner With Strong Core Values



Customers Say Splunk Is Fair



Customers Say Splunk Acts With Integrity & Honesty



Customers Say Splunk Is Trustworthy

The best solutions combine a great product with a great partner. Splunk Enterprise Security emphasizes a great user experience with a customer-centric approach.

Our corporate culture promotes innovation, passion, disruption, openness and fun.

With our customers, we want to treat them as true partners. We demonstrate that commitment with:

- Trustworthy solutions for your biggest data problems.
- Honest support teams.
- Fair contract terms and conditions.

Think of us as part of your team, bolstering your expertise and allowing your people to focus on what matters most.

See why 92 of the Fortune 100 trust Splunk to accelerate outcomes across Security, IT and DevOps teams.



“Go ahead and try it. You will definitely like it. The customer service and the help you receive from their support team is awesome.”

Coder
Healthcare

Final Considerations

At Splunk we highly value the feedback we receive and take pride in building strong relationships with our customers. That is why we are so proud to be recognized as a Champion in the SoftwareReviews report as rated by our customers.

To summarize the feedback, we received top scores in three key areas of user satisfaction:

1. Our customers would recommend Splunk Enterprise Security.
2. Our customers plan to renew our platform.
3. Our customers say they receive fair cost to value.

Likelihood to Recommend

85%

Plan to Renew

96%

Cost Is Fair Relative To Value

84%



Why Users Recommend Splunk Enterprise Security

Splunk's pragmatic approach to creating a trusted product, packaged with a first-rate strategy and service, delivers a best-in-class security incident & event management solution.

“Splunk has revolutionized how we monitor and maintain security in all lines of our IT/IS departments.”

Service Desk Manager
Retail

“I would absolutely recommend the product. Splunk offers a lot of power with the ability to easily parse any type of log data.”

Director of Information Security
Technology Services

“Best product for fetching logs and helps in finding issues easily. Must use if you work in environments where log tracing is necessary.”

Engineer
Software Services

About the Research

Security Incident & Event Management Definition

Security incident & event management (SIEM) solutions are essential tools to manage and respond to computer security threats. They have evolved to combine two traditional security platforms:

- Security information management (SIM), which collects, analyzes and reports on log data.
- Security event management (SEM), which analyzes log and event data in real time to identify, monitor, and report on security threats and events.

SIEM tools provide real-time analysis and reporting on security threats and incidents as they happen. Top SIEM tools will combine data from disparate systems to provide a holistic view of your environment to identify and track exposure to security incidents.



About Splunk Enterprise Security

Splunk Inc. (NASDAQ: SPLK) helps organizations around the world turn data into doing. Splunk technology is designed to investigate, monitor, analyze and act on data at any scale. Our powerful platform and unique approach to data have empowered companies to mitigate risk, improve service levels, reduce operations costs, enhance DevOps collaboration and create new product and service offerings.

Splunk Enterprise Security solves a wide range of security analytics and operations use cases, including continuous security monitoring, advanced threat detection, compliance, incident investigation, forensics and incident response.

With more than 7,500 employees in 27 offices worldwide, we're building a future where data provides clarity, elevates discussion and accelerates progress for innovators in Security, IT, DevOps and more.

For more information on how we can protect your business, contact us at splunk.com/asksales



About SoftwareReviews

SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

Data quality is paramount. That's why we bend over backwards to ensure the data we are collecting is from experienced users so you can trust it and make decisions with confidence. Every review is thoroughly checked for authenticity through a robust QA process. Dynamic reviews adapt according to the reviewer's role and experience, avoiding inaccurate guesses.

Security Incident & Event Management Coverage

SoftwareReviews covers over 40 Security Incident & Event Management vendors and has published detailed user-generated reviews on 9 key products being used by organizations in both private and public sectors. These reviews look at key metrics in capability and feature importance and satisfaction as well as the user experience and trust with the suppliers of these products.

Emotional Footprint Data quoted in this report is sourced from the 2021 SoftwareReviews Security Incident and Event Management Emotional Footprint report, published in April, 2021.

Splunk Enterprise Security Feature data quoted in this report is sourced from the SoftwareReviews Splunk Enterprise Product Scorecard dated October 2021

SoftwareReviews

Emotional Footprint Methodology

SoftwareReviews collects user insights that help organizations more effectively choose software that meets their needs, measure business value and improve selection.

Data and insights shown in this report were gathered from 650+ validated users from the Security Incident & Event Management category.

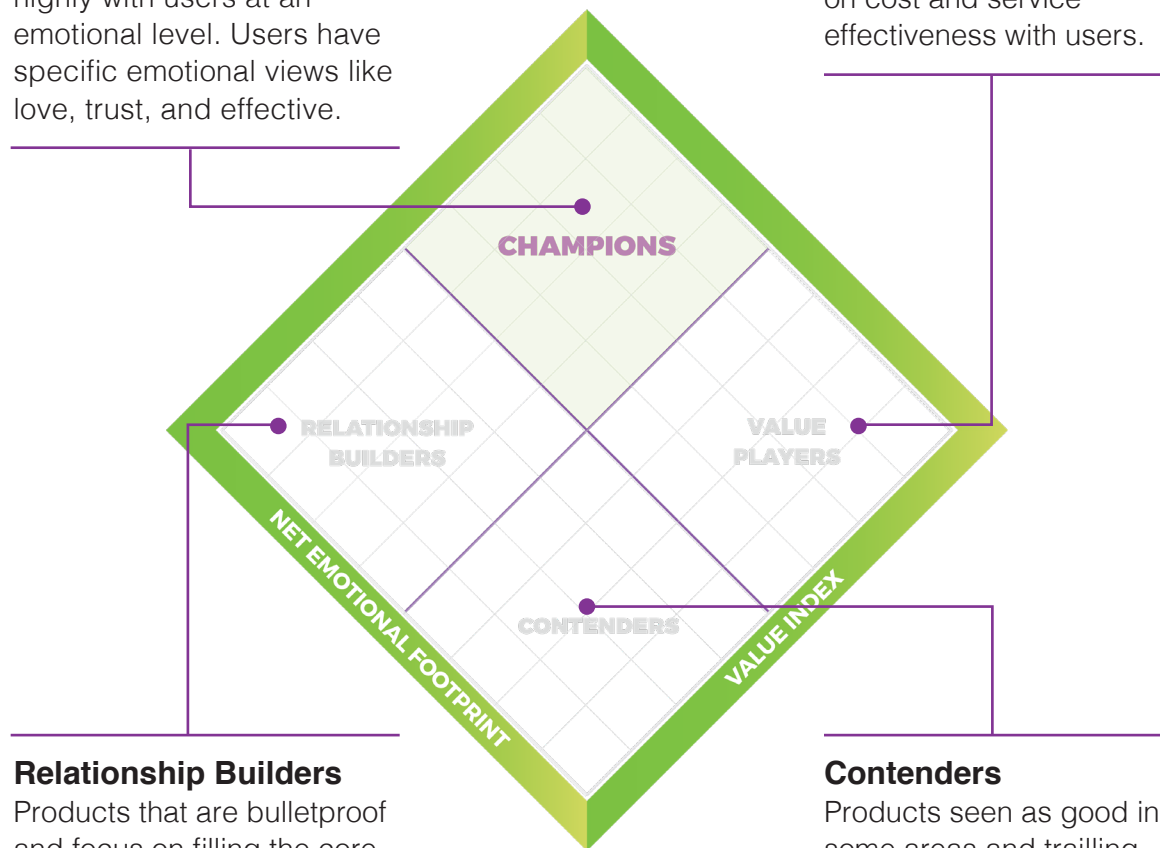
Rankings, results and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from a proprietary online survey engine.

Champion

Products that resonate highly with users at an emotional level. Users have specific emotional views like love, trust, and effective.

Value Players

Products that succeed on cost and service effectiveness with users.



Relationship Builders

Products that are bulletproof and focus on filling the core needs with steady support, not the latest feature.

Contenders

Products seen as good in some areas and trailing in others. Users look to these for innovation at the edge but aren't committed fully.

splunk[®]>
turn data into doing[®]

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