

Splunk Ensures Performance of Key Trading Application at ENGIE Global Markets



Executive summary

ENGIE Global Markets (EGM) is the energy trading platform at the heart of ENGIE, a global energy player in gas, power and energy services. ENGIE Global Markets needed a centralized, real-time view of the health of its critical trading application to speed troubleshooting and ensure performance. Since deploying Splunk Enterprise and Splunk IT Service Intelligence (ITSI), the company has seen benefits including:

- Holistic view of health of key business services
- Faster resolution of business-impacting issues
- Improved collaboration between development and infrastructure teams during incident triage

Why Splunk

The infrastructure team at ENGIE Global Markets is responsible for the performance and availability of the trading application that sits at the heart of the business. Traders on the trading floor rely on this system to be up and running; if there are performance issues the business may not be able to trade, potentially risking revenue opportunities.

The health of the application is critical and the EGM team needed a centralized, real-time view of that health, as well as the ability to deliver information about system performance quickly and simply to business stakeholders. This was challenging due to the distributed nature of the grid system the application is built on.

Rapid incident resolution

Before deploying the Splunk platform, the development and infrastructure teams used their own siloed monitoring tools, which required a lot of back and forth to resolve issues. Using Splunk software has improved collaboration between the teams and reduced incident resolution time.

Industry

- Financial Services
- Energy and Utilities

Splunk Use Cases

- IT operations

Challenges

- Need to ensure performance and availability of the core trading application
- Requirement for a centralized, real-time view of system health
- Distributed grid system meant homegrown solution was complex and impacted performance

Business Impact

- Splunk platform delivered holistic visibility into the health of core trading application
- Better cross-functional collaboration enables faster mean-time-to-resolution
- Adaptive thresholds in Splunk ITSI help find and fix issues before they become real problems

Data Sources

- Sybase
- MongoDB
- Azure
- Windows
- Proxy
- Infrastructure performance (CPU and memory)
- SQL Server
- AD Log
- Reverse proxy
- Firewall
- Application

Splunk Products

- Splunk Enterprise
- Splunk IT Service Intelligence

Aggregated analytical view of services to simplify operations

Deploying Splunk ITSI has made it even easier for EGM to correlate data across the IT stack to improve incident management and resolution. “When there’s an issue, Splunk ITSI shows us where to look so we can solve the issue,” says the Head of Infrastructure at ENGIE Global Markets. “With machine learning in Splunk ITSI, we don’t have to create thresholds manually to measure performance of each server. We can adapt them dynamically to account for expected performance variances. This eliminates the cost of frequent configuration and tuning and frees our team to focus on triage on actual incidents before they impact end user experience.”

With the swimlane visualizations in Splunk ITSI, EGM can collaborate across technology functions to also see how lower-level services are impacting top-layer services. Moving forward, ENGIE Global Markets plans to use the Splunk Machine Learning Toolkit to deliver further IT operations and business insights.

“The energy market is the middle of an unprecedented transformation. To keep pace with this transformation we needed to evolve the operations and applications strategy that supports our energy trading. Any downtime impacts our revenue. With Splunk IT Service Intelligence we gained immediate visibility and insights across our entire trading service stack.”

**Head of Infrastructure,
ENGIE Global Markets**

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