

# NAPAS Ensures Seamless Operations With Real-Time Business Visibility and Intelligence



## Executive summary

Licensed by the State Bank of Vietnam to provide countrywide switching and electronic clearing and settlement services, the National Payment Corporation of Vietnam (NAPAS) serves as an intermediary payment gateway to manage interbank transactions across the nation. By deploying Splunk Enterprise, the company has seen benefits including:

- Full visibility into IT operations enhances productivity
- Facilitates troubleshooting and system operations issue resolution
- Seamless business regulatory compliance

## Why Splunk

Currently handling over one million transactions daily and hundreds of millions of online transactions every year, NAPAS must monitor the health and ensure 24/7 availability of all of its business applications.

To optimize business performance, NAPAS saw an immediate need to implement a sophisticated monitoring solution to simplify application management, achieve total IT infrastructure monitoring transparency and enable instant access to critical data. "Splunk Enterprise fulfilled our requirements," says Nguyen Hung Nguyen, chief information officer, NAPAS.

## Full operational visibility simplifies system monitoring and boosts productivity

Splunk Enterprise enables NAPAS to consolidate all data, including structured, unstructured and complex multiline application logs, to generate real-time, end-to-end insights into machine data across its entire infrastructure, providing deep visibility into faults, events, capacity, configurations and the security of servers and network elements. NAPAS can now collect, store, index, search, correlate, visualize, analyze and report on any machine-generated data in real time to identify and resolve operational issues.

With the user-friendly web-based interface in place, the operations team easily checks system health through intuitive dashboards, while different types of users can access information from a centralized platform, including the service desk, business analytics, sales and marketing teams and the

## Industry

- Financial services
- Online services

## Splunk Use Cases

- Application monitoring
- Application delivery
- Log management
- Business analytics
- IT operations

## Challenges

- Lack of visibility into IT infrastructure, especially after the merger
- Inefficient system monitoring created productivity challenges
- Time-consuming and labor-intensive issue resolution, compliance and investigation processes

## Business Impact

- Enhanced productivity with full visibility into daily operations
- Boosted efficiency, with staff training time reduced from weeks to days
- Heightened customer satisfaction when issue resolution decreased from hours to minutes
- Simplified business operations due to an automatic, seamless compliance process

## Data Sources

- Financial transaction data
- Business application logs
- Server and middleware logs
- Syslogs
- Simple Network Management Protocol logs from servers and routers

## Splunk Products

- Splunk Enterprise

research and development team. The top management may also like the user-friendly graphical presentations that facilitate decision-making.

“The new practice is far more productive, reducing operator training time to less than a week, freeing up senior staff to focus on other strategic priorities,” says Nguyen.

### **Issue resolution from passive to proactive, from hours to minutes**

Standardizing on the Splunk platform also takes the guesswork out of issue resolution, supporting NAPAS to get in front of an issue before an incident happens, rather than responding to it after the fact. With just a few clicks, the operations team now gets holistic views of system health, application availability and performance.

NAPAS can also create correlation rules and reports to identify threats to sensitive data and to automatically demonstrate compliance or identify areas of noncompliance regarding technical controls.

“Troubleshooting most issues is now just a five-minute task, allowing NAPAS to fulfill service-level agreements and deliver a flawless user experience as well,” says Nguyen.

### **Paving the way to a future of new possibilities**

“What also impresses NAPAS is the scalability of Splunk Enterprise. This flexible, adaptable platform enables us to embrace strategic opportunities to support broader business objectives, including fraud monitoring and business analytics,” says Nguyen.

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**Nguyen Hung Nguyen**  
Chief Information Officer, NAPAS

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