

# Splunk® at Cerved

Increased Service Availability and More Strategic Decision-Making Through Holistic View of Operational Data



“Splunk dashboards give us insight into the health of the systems that support our products and services.”

**Innovation & Data Sources Manager**  
Cerved

## OVERVIEW

### INDUSTRY

- Financial Services

### SPLUNK USE CASES

- IT operations
- Application management
- Compliance

### BUSINESS IMPACT

- Increased availability of customer facing online services
- More strategic use of data for decision-making across the wider business
- Reduced ISO27000 compliance burden by monitoring access to various systems

### DATA SOURCES

- Web logs
- Application logs

### WHY SPLUNK

- Agile Reporting, Analytics & Visualization

## The Business

For over 30 years, Cerved has been providing credit and business information to over 30,000 clients, including 90 percent of Italian banks and over 80 percent of Italy's top 1,000 companies. Cerved has the most comprehensive database of corporate information in Italy, including corporate and financial details, payment history, customer and supplier relationships, and proprietary information sourced through its own network of interviewers. The company was founded in 1974 and is based in Milan, Italy.

## Challenges

Cerved is fundamentally a technology company with a lot of data to process in order to supply packages of business information to its customers. Before Splunk, Cerved managed this data using several 'homemade' tools that didn't provide a holistic vision. Cerved needed to migrate from this fragmented monitoring and analysis approach to a more integrated process that could monitor business-critical metrics such as how long a customer waits between clicking the 'buy' button and receiving the aggregated information.

## Enter Splunk

Cerved was recommended Splunk Enterprise by Kiratech, an Italian system and cloud integrator and Splunk partner, and now uses the software to index, search and correlate data from all Cerved's IT and operational infrastructure. Splunk software monitors the performance of web and application logs, including the systems that support Cerved's customer facing products and services.

Cerved has several use cases for Splunk Enterprise. Firstly, Splunk software plays a key role in ensuring the availability of Cerved's online services. Proactive alerts provide the IT team with a warning whenever infrastructure problems occur, for example if a server crashes or a specific web page is not available.

Cerved has also rationalized data access across the business, enabling operational data to be used in a more strategic way. Splunk Enterprise has allowed Cerved to visualize and share real-time performance insights with a wider audience across the enterprise. This facilitates data use by over 1200 employees. Finally, Cerved is reducing the burden of compliance requirements with Splunk Enterprise. A team within IT uses a specific Splunk installation to monitor access to various systems in order to comply with the ISO27000 regulation.

Splunk Enterprise is a key component in ensuring the quality of the service that Cerved offers its customers. The insights from Splunk Enterprise provide a complete view of how Cerved's infrastructure is performing, resulting in increased service availability and the ability to make more informed decisions across the business.