

Splunk® at ING Bank Śląski S.A.

Greater application availability and improved customer insight enable better business decisions in real time



“Splunk provides answers incredibly fast and we make business decisions based on the insights it provides.”

Software Administration Expert
ING

OVERVIEW

INDUSTRY

- Financial services

SPLUNK USE CASES

- Application management
- Digital intelligence
- Business analytics

BUSINESS IMPACT

- Increased availability of key applications through improved troubleshooting
- More accurate and efficient forecasting of IT systems capacity
- Greater customer insight through real-time monitoring of their online journey
- Ability to make better business decisions in real time

DATA SOURCES

- Web application logs
- Mobile application logs

APPLICATIONS

- Fast time to value
- Agile business-level analytics and reporting

The Business

ING Bank Śląski S.A., a member of the ING Group, aims to develop and strengthen its position in the Polish banking sector by providing integrated financial services while remaining a customer-oriented bank. This strategy relies on a number of factors, including co-operation with the ING Group, the use of modern technology, expansion of distribution channels and providing top quality service. Customers of ING Bank Śląski S.A. have access to the bank’s services 24 hours a day, seven days a week. The Bank also offers an online banking service, ING BankOnLine, which provides direct and fast access to ING accounts over the Internet, for both individual clients and businesses.

Challenges

ING Bank Śląski S.A.’s IT unit is responsible for providing IT services for the entire bank, which includes maintaining over 200 business applications, of which 20 are mission critical. In order to keep these applications running 24/7, at a minimum of 99 percent availability, the IT department needed real-time insight into how they are performing in order to spot any potential issues.

Enter Splunk

Splunk Enterprise is now used at ING Bank Śląski S.A. by both the IT department and the business unit. The IT team relies on Splunk for application management, which includes monitoring systems for any failures that could result in the unavailability of key business applications. If something goes wrong, Splunk automatically sends out an alert to notify the appropriate authority and activate the necessary support. In addition, the team is using Splunk software to monitor the status of all the IT systems and forecast occupancy disk resources.

The business unit at ING Bank Śląski S.A. also uses Splunk Enterprise, but for business analytics and customer insight. By indexing logs from web and mobile applications, the bank can now see – in real time – which pages within the ING BankOnLine service customers are visiting. This data can also be exported in a range of formats, from Excel spreadsheets to interactive dashboards. The business unit uses this insight to make business decisions, such as tailored product offerings and other marketing activities.