splunk>

CUSTOMER SNAPSHOT

Splunk® at Seattle Cancer Care Alliance

Gaining deep visibility into NetApp storage systems

SEATTLE CANCER CARE ALLIANCE

"Using the Splunk App for NetApp Data ONTAP, we gain instant visibility into what is happening in our storage systems. Splunk software gives us the ability to analyze storage data in the context of all our machine data, including our operational and security data. Splunk is the only solution we found that allows us to quickly see, analyze and correlate our data without having to be data or Splunk experts."

IT Infrastructure Lead
Seattle Cancer Care Alliance

OVERVIEW

INDUSTRY
- Healthcare

SPLUNK USE CASES
- IT operations
- Security
- Applications management
- Monitoring

BUSINESS IMPACT
- Operational visibility into enterprise infrastructure
- Comprehensive insight into performance metrics
- Significantly improved troubleshooting efforts / MTTR
- Reduced storage monitoring costs

DATA SOURCES
- NetApp performance, logs and configuration data
- Security events
- Windows & Linux events / Network Syslog
- Postfix mail logs
- Juniper SRX structured logs

WHY SPLUNK
- Open, Extensible Platform
- Agile Reporting, Analytics & Visualization
- Powerful Search / Reporting Language

The Business

Seattle Cancer Care Alliance (SCCA) is a cancer treatment center that unites doctors from Fred Hutchinson Cancer Research Center, UW Medicine and Seattle Children's to lead the world in the prevention and treatment of cancer. SCCA's main goal is to turn cancer patients into cancer survivors. As such, SCCA is home to some of the world's best doctors, including surgeons, oncologists and pathologists. According to the National Cancer Data Base (NCDB), SCCA patients in general have better survival rates than patients treated at other cancer treatment centers.

Challenges

SCCA's IT infrastructure team needed to gain comprehensive operational visibility into the company's datacenter and enterprise infrastructure. Understanding the historical behavior of NetApp filers and pinpointing the exact source of performance degradations was proving a challenge. In addition, troubleshooting storage issues and gaining insight into performance metrics such as latency involved creating and running custom scripts via several different monitoring tools. With no unified view across all systems, SCCA required a powerful and easy-to-use solution that even novice IT admins could understand and utilize in daily monitoring tasks.

Enter Splunk

SCCA first started using Splunk Enterprise for analyzing machine data from firewalls, Windows servers and mail server events data. The company then began to use the software to get proactive reporting out of NetApp's vscan API, which the team uses for anti-virus scanning on CIFS shares to identify potential infections.

Deploying the Splunk App for NetApp Data ONTAP was extremely useful for SCCA. The Splunk App enabled the IT infrastructure team to monitor all NetApp filers from one central location and get instant visibility into the health of SCCA's storage systems. Without having to deploy multiple monitoring solutions, SCCA was able to analyze storage performance trends either in real time or over a desired period. The team was able to spot issues such as abnormal latency of a particular volume and compare it with other entities of interest. Splunk software's open, extensible platform allowed SCCA to analyze storage data in the context of security risks and other important machine-generated data. As a result, the operations staff is consistently able to produce lower mean times to repair.

With a higher-level overview of all the NetApp systems across the enterprise, the SCCA IT infrastructure team is now able to drill down to a particular incident and easily isolate the source of the degradation at any point in time. In many cases, the value lies in the ability to produce real, targeted data that shows that storage is not the cause of a performance problem. This visibility and clarity have helped SCCA reduce troubleshooting times significantly, enabling senior IT experts to focus on more complex and productive tasks.

250 Brannan St., San Francisco, CA 94107 info@splunk.com | sales@splunk.com 866-438-7758 | 415-848-8400 www.apps.splunk.com

Item#SS-Splunk-SeattleCancer-104