

Splunk® at UniCredit Business Integrated Solutions



Business Integrated Solutions

“Our aim was to reach beyond the silos and individual applications to achieve real-time visibility and Operational Intelligence. It is absolutely important to our business to have full and constant control across the entire IT infrastructure.”

ICT Engineer
UniCredit Business
Integrated Solutions

OVERVIEW

INDUSTRY

- Financial Services / Online Banking

SPLUNK USE CASES

- Security / Compliance
- Big Data
- Operational Intelligence
- Transaction & Application Performance Management
- Real-time Reporting & Ad Hoc Analysis
- Availability Management

BUSINESS IMPACT

- Real-time insights into operational data and key business metrics
- Proactive incident management: about 40% of incidents managed before becoming evident to end users
- Fast problem solving and troubleshooting: time reduced by 70%
- Improved SLA by reducing services downtime, leading to improved customer experience
- Simplified adherence to compliance requirements
- Integrated view of IT operations across the infrastructure

The Business

UniCredit Business Integrated Solutions (UBIS) is the UniCredit Group’s global services company. Formed from the integration and consolidation of 16 Group companies and is dedicated to providing services in the sectors of Information and Communication Technology (ICT), Back Office and Middle Office, Real Estate, Security and Procurement. It is one of the first service companies to be created at a Pan-European level and its aim is to consolidate and reorganize those operational activities necessary for the correct functioning of the Group’s business by leveraging on a more flexible delivery and improved response times. The Company includes about 11.000 people and oversees activities in 11 countries: Austria, Germany, Italy, Poland, Great Britain, Czech Republic, Romania, Slovakia, Hungary, the United States and Singapore.

Challenges

For a Financial Services (FSI) company, one of the key considerations when dealing with customers is their privacy and security. One of the most significant challenges faced by UniCredit Business Integrated Solutions in the context of its online banking offering was keeping pace with the consistently growing and massive amount of machine data generated across its infrastructure. The various banks in the corporation run approximately 1,000 applications on a variety of different operating platforms. Collecting, storing and analysing this data is critical for troubleshooting issues, identifying security concerns, detecting fraud and maintaining a positive customer experience. As there was no single point of access, a significant amount of time was required to analyse this large volume of machine data from a huge array of sources.

Enter Splunk

Compared to competitive products, Splunk software offered a far more innovative approach to managing the data challenge. Key features for UniCredit Business Integrated Solutions were real-time monitoring and incident investigations as a prerequisite for reducing the Mean Time To Investigate (MTTI) and the Mean Time To Resolve (MTTR) for security and IT performance issues. A further challenge was monitoring at the front-office application level: Splunk offers an overview of essential machine resources and transaction volumes (accounting). Using Splunk, UniCredit Business Integrated Solutions is able to access information extremely quickly and add new queries on the fly. Splunk software’s ease of use has enabled a wide range of departments to access information relevant to their requirements without any special IT expertise.

UniCredit Business Integrated Solutions was also looking for a fast implementation, which was achieved working with a Splunk partner, Moviri. A small team of three, including one Moviri employee, were involved in the rapid deployment (approximately a month). The Splunk deployment is Pan-European and aligns with UniCredit Business Integrated Solutions’ business units across the region. The deployment is currently in Italy and Germany and expanding into Austria and the Czech Republic. The company recently made the strategic decision to scale up its data collection volume from 250 GB to 2.8 TB per day.

Breakthroughs

Having initially used Splunk software purely for troubleshooting and application monitoring, following its positive experiences UniCredit Business Integrated Solutions slowly began adding further use cases, so that the software is now also deployed for Operational Intelligence as well as security analysis and analytics. This

OVERVIEW

DATA SOURCES

- WebSphere and JBoss application data
- JVM (Java Virtual Machine) metrics
- Application mainframe (CICS/IMS/DB2)
- Network switch/router/firewall logs
- Systems and application events from TIBCO, Tuxedo, IMEX, Eurosig and Apache

APPLICATIONS

- Splunk DB Connect
- Splunk for Windows
- Google Maps for Splunk
- Splunk for Tibco Businessworks Engine
- Splunk on Splunk (SoS)

“We were looking for something helping us in troubleshooting production problems in a faster and smarter way—and we found Splunk. The software can be used for a huge array of tasks.”

ICT Engineer
*UniCredit Business
 Integrated Solutions*

Free Download

Download Splunk for free. You'll get a Splunk Enterprise 6 license for 60 days and you can index up to 500 megabytes of data per day. After 60 days, or anytime before then, you can convert to a perpetual Free license or purchase an Enterprise license by contacting sales@splunk.com.

evolutionary approach to the Splunk implementation is typical of many companies, which start out using the solution for a specific use case and then gradually expand its use across the enterprise when they realise the full capabilities of Splunk.

Real-time and historical monitoring of data within Splunk has allowed UniCredit Business Integrated Solutions to instantly identify issues and proactively prevent incidents. Specifically, UniCredit Business Integrated Solutions is using Splunk to monitor transactions at regular intervals and send alerts based on specific thresholds and conditions. With proactive monitoring in place, the customer service team has seen a significant quality of service improvement and gained new efficiencies. For example, due to proactive incident management, about 40% of incidents can be managed before becoming evident to end users.

Today, problems are quickly localized and eliminated. They estimate that 25% of their time is now spent on troubleshooting and a full 75% can be directed towards other activities such as innovating. It's safe to conclude that this improved response (avg. MTTR is less than 15 minutes versus 1 hour in the past) directly enhances the customer experience and has had a positive impact on revenue. Thus, time spent on problem solving and troubleshooting has been reduced by as much as 70%.

By providing a single view into all of UniCredit Business Integrated Solutions' machine generated data, Splunk software has also simplified adherence to compliance requirements. The team responsible for production ability and readiness, troubleshooting and reports, now uses impact analyses to calculate the actual effects of operational and security incidents. In this way, the Splunk solution helps the organization meet Service Level Agreements (SLA) with its customers, thus avoiding potential compensation payments.

Time savings, improved adherence to guidelines and a reduction in downtimes have enabled UniCredit Business Integrated Solutions to achieve a important reduction in costs. And last but not least, the company has been able to reduce its storage costs, as all data is stored in Splunk.

About 700 UniCredit Business Integrated Solutions employees in 180 departments, including the system management and IT departments, are currently working with Splunk. The option of sharing information across all departments and business divisions forms the basis for the “Splunk Competence Center” currently being set up by UniCredit Business Integrated Solutions. In this knowledge pool, security and network employees collect and prioritise all queries, creating dashboards and reports. The troubleshooting and app performance monitoring team can create 24/7 alerts, check events for a wide range of tools and set bookmarks for the most frequent searches. This allows the entire infrastructure to be searched for frequent/recurring problems in under a minute and drilldowns can be engineered much faster. UniCredit Business Integrated Solutions business analysts are using Splunk software to create weekly reports for top management that provide real-time insights into key business metrics such as:

- served clients by bank branches as well as via internet banking and mobile banking channels
- number of new opened bank accounts
- loans / revolving cards managed
- payments / bank transactions executed

UniCredit Business Integrated Solutions is also visualising mobile banking transactions via the Google Maps for Splunk app, which is then showcased on custom dashboards. In addition to the Google Maps app, UniCredit Business Integrated Solutions is using a range of other apps provided via the Splunk community site, Splunkbase, including Splunk on Splunk (S.o.S.), Splunk for Windows, Splunk for Tibco BusinessWorks Engine and Splunk DB Connect, all of which have been customized to the company's requirements.