Splunk IT Service Intelligence (ITSI) is a monitoring and analytics solution that empowers IT and business professionals to predict and prevent problems before they impact revenue and customer experience. With AI powered by machine learning at its core, Splunk ITSI aggregates various data types, tracks trends based on this data, and is designed to deliver the business-critical insights and predictions you need to stay ahead of service degradations, resource constraints and system outages.

Customers like TransUnion trust Splunk ITSI to create a unified view of critical IT and business services, applications and infrastructure. They rely on ITSI to predict imminent outages, highlight anomalies, detect root causes, and pinpoint areas of impact, enabling them to deliver operations and services that exceed business and customer expectations. This means fewer incidents and outages and also a reduction in incident investigation and resolution time. It also means visibility and insight into the health of services that simply can’t be achieved with siloed point solutions.

Unlike legacy platforms that silo data, don’t scale, and can’t trend and predict problems, Splunk ITSI is built on the Splunk platform, bringing disconnected data together. Splunk scales when and how you need, and is designed to deliver the data-driven insight you need to detect problems, simplify investigations, triage issues and accelerate resolutions. Splunk ITSI wrangles large amounts of log, text, wire, metric, API and even social media-derived data that support on-prem, cloud, or hybrid-supported applications and infrastructure, and then easily apply machine learning to real-time production environments in a single, accessible and configurable view.

**What is Service Intelligence?**

Splunk IT Service Intelligence (ITSI) is a monitoring and analytics solution that uses AI to predict and help prevent problems before they impact revenue and customer experience. Shift from reactive to predictive IT and gain insight across your IT and business services, applications and infrastructure.
Employ AI to Predict and Prevent Imminent Outages

IT organizations need to keep systems and services from going down and be able to investigate the critical issues impacting the business. But between too many siloed monitoring tools, and getting bogged down in event storms and noise, IT teams struggle with how frustratingly long it takes to investigate and resolve issues. AI powered by machine learning is the key to reliable uptime and cutting through the noise. Splunk ITSI is a monitoring and analytics solution that uses AI to help decrease the event noise and help you predict things like service degradation 30–40 minutes in advance, helping to get ahead of investigation and issue resolution across your services, applications and infrastructure in order to protect your revenue and customer experience. Predictive cause analysis and KPI prediction shows you precisely which service is likely to degrade and when, and lets you instantly drill in to see root cause.

Create a 360-Degree View for Smarter Troubleshooting and Monitoring

IT organizations must move beyond just maintaining uptime. They must protect and preserve revenue, brand reputation, and customer satisfaction — all while reducing complexity at every level and trade friction with the business for unified insights. They need a platform that brings together data and performance metrics from any part of the business and IT, in one consumable place, so every team can move forward with the knowledge they need. With Splunk ITSI, you have the 360-view you need to prioritize events, accelerate troubleshooting and understand impact immediately.

Scale When and How You Need

Data is the fuel for successful AI, but most platforms can’t collect and analyze the kinds of structured and unstructured data every organization has, nor do it in real-time and at scale. Splunk that has the ability to wrangle large amounts of data that support on premises, cloud, or hybrid-supported applications and infrastructure, and then easily apply machine learning to their real-time production environments in a single, accessible and configurable view.
Transform IT Operations with a True AIOps Platform

Artificial intelligence platforms are the accelerant for successful digital transformation initiatives. However, most IT organizations still struggle to understand how best to leverage these type of platforms and gain the most impact. Splunk ITSI is one of few platforms recognized by industry-leading analysts as a true AIOps platform, capable of applying big data, artificial intelligence, and machine learning capabilities across all primary IT operations functions and scale with respect to variety, velocity, and volume. This platform marries machine data with machine learning to help you simplify incident detection, train systems on incident severity, detect root cause more quickly, trigger procedures for specific alerts, and predict the future state of a system when a failure might occur. Investing in Splunk ITSI as your AIOps platform gives you the agility and cost reduction necessary to have a competitive edge today within both IT and the business.

Enjoy a Full-stack Monitoring Suite

Streamline troubleshooting and monitoring workflows by sending infrastructure data from Splunk App for Infrastructure (SAI) into Splunk ITSI. Get a holistic view of IT and business performance. Search and analyze across multiple layers of the IT stack and drill into the raw infrastructure log or metric for advanced troubleshooting.

Learn more about Splunk Application for Infrastructure.