

SPLUNK® IT SERVICE INTELLIGENCE

Simplify service monitoring with data-driven analytics

- **Deliver service intelligence to IT** and the business with actionable insights that everyone can understand
- **Interact with custom visualizations** that map KPIs to critical service components
- **Dynamically adapt thresholds** in real time
- **Baseline normal operations**, alert on anomalous conditions and isolate notable events
- **Deploy at scale** for on-premises, cloud or hybrid environments in days



Managing IT operations is harder—and more important—than ever. To keep critical services running smoothly, professionals need a service-centric view of IT and the business.

To help you make better, smarter and more informed business decisions, Splunk IT Service Intelligence (ITSI) is a next-generation monitoring and analytics solution that provides new levels of visibility into the health and key performance indicators of IT services. Use powerful visualizations and advanced analytics to highlight anomalies, accelerate investigations and pinpoint the root causes that impact service levels critical to the business.

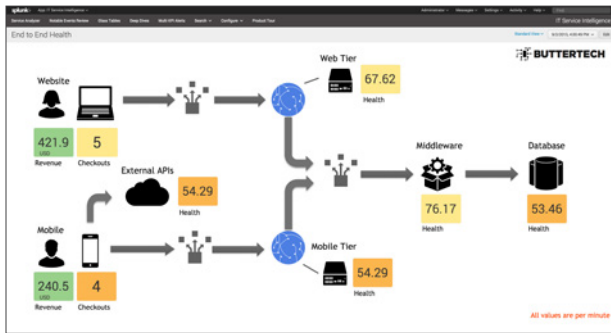
Built on Splunk's industry-leading platform for machine data, Splunk ITSI scales to collect and index terabytes of real-time and historical events and metrics, across multi-datacenter and cloud-based infrastructures. It offers multiple deployment options: on-premises, in a hybrid environment or as a hosted solution in the cloud.

What is Service Intelligence?

IT operations is responsible for running and managing the services that businesses depend on. Service intelligence improves service quality, helps IT make well-informed decisions and supports business priorities.

Why Splunk IT Service Intelligence?

Splunk ITSI transforms machine data into actionable intelligence. It provides cross-silo visibility into the health of services by integrating data across the enterprise, visually mapping services and KPIs to discover new insights, and translating operational data into business impact. With timely, correlated information on services that impact the business, Splunk ITSI unifies data silos, reduces time to resolution, improves service operations and enables service intelligence.



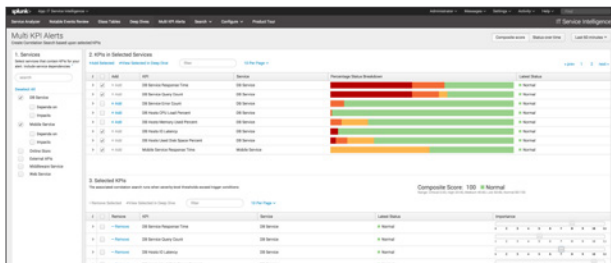
Custom Insights for Everyone

Visualize inter-relationships and dependencies across all of your service delivery components. Monitor business and service activity with metrics and performance indicators that are aligned with your strategic goals and objectives. Present real-time insights into service health performance indicators to drive decisions for your business. Personalize the look and feel of dashboards with filters, library of widgets and role-relevant dashboards and visualizations.



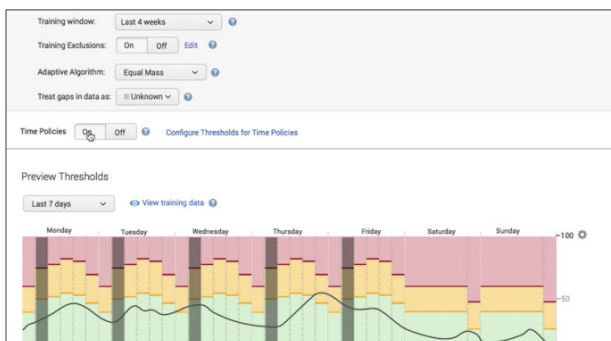
Troubleshooting with Context

Define service relationships to quickly understand dependencies and potential performance impact. Organize and correlate metrics and events into “swim lanes” to speed up your investigations and diagnosis. Compare historical and real-time performance to understand trends, identify systemic issues or both. Drill down from dashboards to raw data for root-cause diagnosis.



Analytics-Driven Monitoring

Identify early warning signs of failures and determine subtle pattern changes to detect anomalies. Use machine learning to baseline normal operational patterns and adapt thresholds to changing behavior in real time. Run predefined correlation searches against learned indicators to generate notable events.



Simple, Scalable and Flexible Machine Data Platform

The best part: you can install Splunk ITSI quickly, easily connect to any data source and interact with the data immediately. Then, simply collect, process and analyze all metrics and events data at scale from anywhere, including physical, virtual, hybrid and cloud environments. With Splunk ITSI, you can deliver a transformative approach to service monitoring and analytics to your organization within days.

FREE ONLINE SANDBOX. Experience the power of Splunk IT Service Intelligence! Get 15 days of access to a free, personal environment provisioned in the cloud where you can immediately try and experience the power of Splunk IT Service Intelligence—with no downloads, no hardware setup, and no configuration required. Get started at www.splunk.com/download or [contact a Splunk Expert](#).



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