Customer Case Study:

Luxury Auto Network Opts for IT Service Intelligence to Improve Business Performance

Splunk IT Service Intelligence + Ironstream Drives Excellence

Business Challenge

Business application performance that ensures that customer-service operations deliver the value that the most discriminating luxury-car buyer expects – that was the challenge that this Americas arm for a luxury European auto maker was striving to meet and overcome. Besides the company's own IT systems, it must also effectively support continual interactions with the disparate IT systems at several hundred associated dealerships nationwide.

For a time, however, the company's IT staff was often becoming aware of application problems only after a dealership complained directly to the CIO. (Not good.) The thing that was missing was real-time monitoring of key performance indicators (KPIs), especially for its CICS and DB2 apps.

In IT industry parlance, what this challenge called for was an IT service intelligence solution, and the premier industry solution is offered by Splunk Inc. with its revolutionary Splunk IT Service Intelligence™ premium app.   So far, so good – at least as far as the various distributed systems were concerned.

Obviously, however, the vitally important CICS and DB2 mainframe performance logs were not part of the distributed systems. They were secured in "the glass house" – the company's z/OS mainframe environment. That inner sanctum of enterprise data is normally not easily or cost-effectively accessible from the distributed environment. For this company, getting those mainframe data feeds into the Splunk platform in real time for service-centric diagnostics was crucial.

The company demands the best for both its customers and its dealership networks worldwide. It rightfully expects IT to drive value and competitive advantage – not be the source of issues from that dealer network. They want service to be 100% focused on selling and delivering a world-class experience.
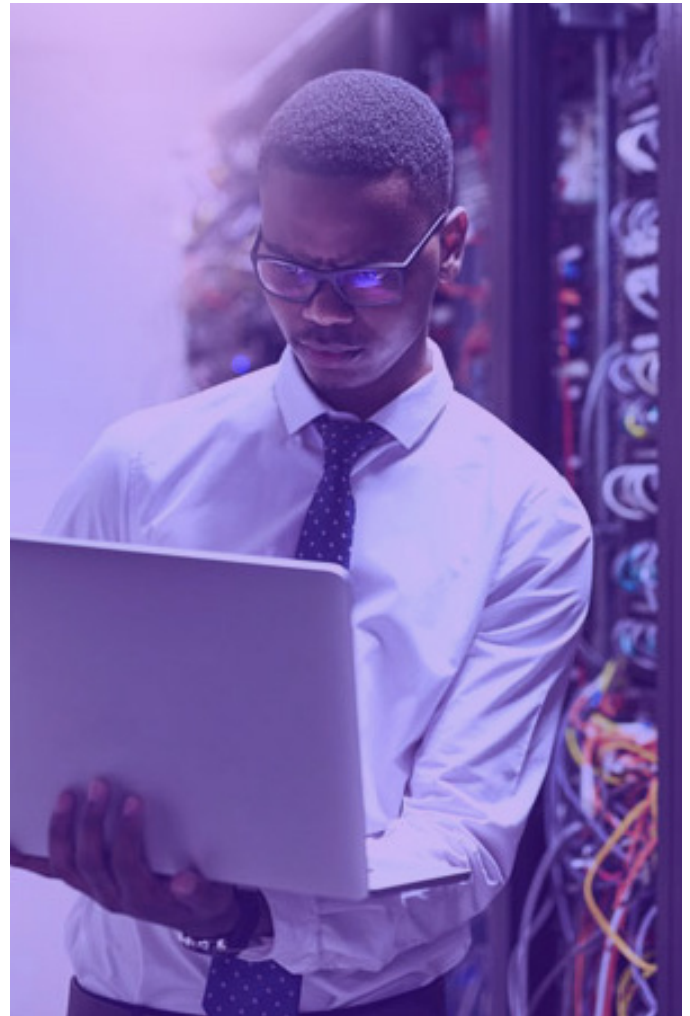
Solution

For the Splunk sales team, the question of how to get CICS and DB2 log data into Splunk IT Service Intelligence was no question at all. It had to be Precisely's Ironstream product along with the Ironstream Module for Splunk IT Service Intelligence.

Precisely is a Splunk Technology Alliance Partner since 2014, and its Ironstream offering is the industry's premier mainframe log data-access solution, which for years now has been securely streaming mainframe logs into the Splunk platform for Splunk customers. Thus, Ironstream in conjunction with the Splunk IT Service Intelligence application became this customer's solution.

Results

Splunk IT Service Intelligence using Ironstream as the SMF data forwarder has enabled the customer to:

- Reduce MTTR (mean-time-to-resolution) of CICS, Db2, and other production issues.

- Attain end-to-end visibility into application health and performance.

- Improve satisfaction among the dealerships in getting timely business information from the distributor.

For more about these types of IT service intelligence-based use cases and the Ironstream + Splunk approach, visit:
www.precisely.com/precisely-ironstream-for-splunk

Figure 1: Clickable views like the one in this example provide critical intelligence about business and IT services
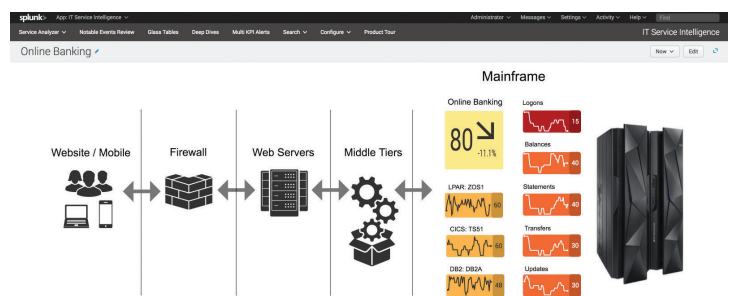

Figure 2: An example of the kind of clickable, end-to-end "glass table" view of an entire business process now possible

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