End-to-End Service Intelligence Provides Vodafone With Actionable Insights

Executive summary

Vodafone is one of the world's largest telecommunications companies and provides a range of services including voice, messaging, data and fixed communications. Vodafone's IT operations team lacked visibility into the health and performance of the services that were getting rolled out constantly by the project teams, designers and architects. Vodafone deployed Splunk IT Service Intelligence (ITSI) to provide its operations team with insights to support, troubleshoot and monitor services, in real time. Since deploying Splunk ITSI, Vodafone has seen benefits including:

• Proactive addressing of issues
• Improved operational visibility
• Rapid issue resolution

Why Splunk

Vodafone is an existing Splunk customer, using Splunk Enterprise to ensure performance across its web operations, as well as for security and mobile management. Vodafone had recently rolled out Workforce Identity Access Management, a complex Oracle Fusion Middleware stack-based application that governs identity and access management for Vodafone. The operations team was unable to effectively monitor the impact on interdependent service components—not having full insight into operations compounded problems during service issues, performance degradations or downtime of any component.

The monitoring solutions that Vodafone had in place around Workforce Identity Access Manager were generating a huge volume of alerts, resulting in thousands of Remedy tickets. This made it challenging to prioritize issues, made it impossible for the team to find the root cause of any problem and ultimately impacted service performance. Vodafone needed the ability to map key performance indicators (KPIs) to critical service components, so the operations team could effectively drill down for in-depth issue investigation and resolution. The company deployed Splunk IT Service Intelligence (ITSI) to provide its operations team with insights to support, troubleshoot and monitor services, in real time.

Industry
• Telecommunications

Splunk Use Cases
• IT operations

Challenges
• Difficulties monitoring impact of its Workforce Identity Access Management deployment on the business
• Problems prioritizing issues due to high volume of Remedy tickets caused by the new system
• Restricted ability to effectively map key performance indicators to critical service areas
• Lack of proactive service management

Business Impact
• Glass table visualizations enable rapid and proactive issue resolution
• Custom KPIs empower teams across the business
• Proactive addressing of issues
• Improved visibility of open tickets, active status of tickets and number of impacted users

Data Sources
• Application and DB logs
• Infrastructure metrics
• Network metrics
• Remedy
• Enabler services

Splunk Products
• Splunk Enterprise
• Splunk IT Service Intelligence

Actionable insights in days, not months

Vodafone was able to implement Splunk IT Service Intelligence and start monitoring services in less than two days. With the underlying data from various KPIs already indexed by the Splunk platform, Vodafone can accelerate service insights with Splunk ITSI. By accessing the data from Vodafone's Remedy systems, the operations team can easily see KPIs including the number of open tickets, their status and number of impacted users. The team can also use these KPIs to see trends and detect patterns and anomalies, then proactively address any issue. Adding data sources is easy and the operations team ensures that it can offer a basic package of insights for every service, including Remedy data, capacity management data, HP Business Service Management and any other data source that teams need.

Glass table visualizations enable rapid and proactive issue resolution

Vodafone uses the custom glass table visualizations in Splunk IT Service Intelligence to help navigate large volumes of data and reduce the time to identify and resolve problems. For example, every night, Workforce Identity Access Management uses data from Vodafone's HR system to update the profiles of all employees. With Splunk ITSI, the operations team has established a threshold for the number of added, disabled and modified users daily. This has empowered them to immediately identify if an import was not successful and to fix the problem before it impacts users.

Custom KPIs empower teams across the business

The operations team has established KPIs to provide insights to a number of different stakeholders across the business. Management and service owners needs KPIs around the number of users on the platform,

> "Splunk IT Service Intelligence gives us a real-time understanding of how our services are performing. The glass table visualizations make it quick and easy to identify and resolve any issues, preventing any impact on our users. Now we're able to be a lot more proactive about our services."

Andre Casper, Solution Owner, Operational Analytics
Vodafone

maximum concurrent people and failed transactions. The security team needs KPIs around failed logins, fraud and access attempts without the correct privileges. The operations team itself needs KPIs around resource utilization, stuck processes, expired sessions and combinations. Vodafone now has a number of multi-KPI alerts set up in Splunk IT Service Intelligence—while some KPIs might not indicate a big impact on the system on their own, in combination they show a clear degradation of the service which affects the end user.

With Splunk IT Service Intelligence, Vodafone now has visibility into the health of critical services and can take a more proactive approach. The company plans to enable Splunk IT Service Intelligence for more services, while permanently extending the standardized set of KPIs. Expanding the audience across all organizational layers, adding simultaneous capacity management capabilities and adding Splunk IT Service Intelligence to the default project scope of any new service will be the main deliverables moving forward.

Download Splunk for free or get started with the free cloud trial. Whether cloud, on-premises, or for large or small teams, Splunk has a deployment model that will fit your needs.

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