



# Splunk

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Technical Director at a tech services company with 11-50 employees

**Timur Baitenov**

### **HOW HAS IT HELPED MY ORGANIZATION?**

We are using it for operational intelligence. We are using Splunk as a data lake for machine data. We gather all our machine data from the IT infrastructure and monitor its health.

### **WHAT IS MOST VALUABLE?**

Splunk's schema-on-read technology is one of the most valuable characteristics of this solution. It allows us to store raw data and use it repeatedly for different domains. You don't need to prepare the data upfront. Splunk's Search Processing Language (SPL) is another beneficial feature. It is a very powerful tool that gives you the ability to do almost anything with your data.

### **WHAT NEEDS IMPROVEMENT?**

Visualizations can improve. There are some performance and stability issues with the visualization layer.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

There were stability issues, but only with the visualization layer.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

There were no scalability issues.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The technical support is quite good.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

Previously, we worked with different vendors and solutions.



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**HOW WAS THE INITIAL SETUP?**

The setup was very straightforward.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

The price is pretty high for our region.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We did a SIEM solutions review with this and other systems for one of our customers.

**WHAT OTHER ADVICE DO I HAVE?**

This is the right choice if you are looking for a platform that can combine all machine-generated data and use it for various use cases from different domains.

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