



Splunk

Review From A Customer



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

Review by a Real User

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SVP, Technical Operations at a tech vendor
with 201-500 employees

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WHAT IS MOST VALUABLE?

Splunk has great interoperability with other applications through their SplunkBase app store. The apps can quickly provide visibility and streamline complex data mining tasks.

WHAT NEEDS IMPROVEMENT?

Unlike other cloud based analytics platforms, at the time of this writing Splunk Cloud is a dedicated instance per customer rather than a shared tenancy platform. While this is beneficial from an overall performance standpoint, the product lacks the seamless integrations one has come to expect from a cloud solution. This translates to a much stronger reliance on Splunk's support organization out of necessity, as the customer cannot make most changes in a self-service manner.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been a Splunk customer for five years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

Our Splunk Cloud deployment was a migration from an on-premise implementation of Splunk. The migration took much longer than expected due to constraints within Splunk's cloud team, but there were no technical issues with the launch.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: The customer support team at Splunk is very good. Technical Support: The technical support team at Splunk is highly responsive and knowledgeable.

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