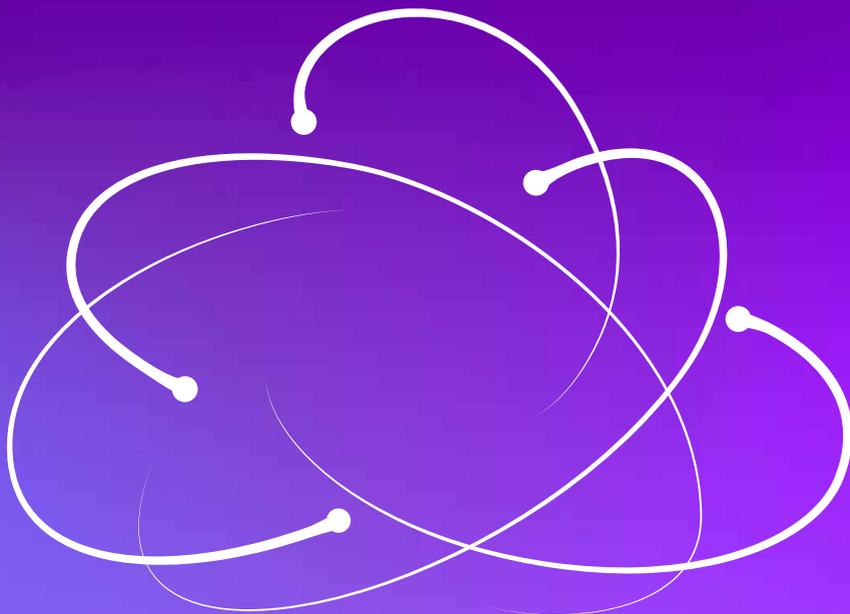


# Accenture & Splunk

Accenture Cloud Innovation Center  
Rome





# Accenture Cloud Innovation Center

Pushing custom cloud solutions to the max.

Cloud delivers undeniable benefits – agility, rapid innovation and lower IT costs.

The Accenture Cloud Innovation Center harnesses the full potential of Cloud to custom build latest generation solutions for our clients.

We can give our clients access to a catalog of tested real cases to imagine, test and implement leading edge cloud services that can help take your business into tomorrow.

**Now.**



Emerging Technology



Real Case



Vision



## Accenture Cloud Innovation Center Rome



Ecosystem Partners



Clients



Accenture

ACIC Rome brings together Accenture's deep technical know-how and industry expertise to help companies deploy cloud to transform their journey to cloud. At a time when innovation is racing ahead, Accenture is broadening its collaboration with leading cloud solution vendors to have instant access

to the level of specialist services that can help meet our clients' specific business objectives. At ACIC Rome, **we bring together** not only the major technology vendors but **the best offerings** from emerging providers in step with market evolutions. Our clients benefit from the very latest real and tested solutions.



# About Splunk

Splunk Inc. (NASDAQ: SPLK) helps organizations around the world turn data into doing. Splunk technology is designed to investigate, monitor, analyze and act on data at any scale.

Our powerful platform and unique approach to data have empowered companies to mitigate risk, improve service levels, reduce operations costs, enhance DevOps collaboration and create new product and service offerings.

# Built for your success



## A thriving community of experts

Our robust community of **13,000+ active members** is always available to help everyone drive change with Splunk.



## A powerful partner ecosystem

More than **2,200 partners** in our ecosystem focused on bringing data to every question, decision and action.



## Our expertise, your advantage

Accelerate outcomes with expert support and services to help you architect, deploy and expand.

# All-in one Cloud Observability Platform



## Event Analytics and Management

Reduce event/alarm noise. Adaptive Thresholding & Anomaly Detection.



## Service Insights

Holistic view across business and IT KPI's, Predictive Analytics and Root Cause Analysis.



## Leverage metrics from Splunk Infrastructure Monitoring

A more holistic KPIs and complete service monitoring in ITSI.



## Application Monitoring

Get insight from the application level, directly from the source-code.



## Synthetic data & Real Time User Monitoring

Offers full-fidelity end-to-end visibility of the user experience as part of the Splunk Observability Cloud.



Cloud



SaaS



Apps



Virtual



Physical

### Splunk Solutions

- Splunk Infra monitoring
- Splunk APM / RUM
- Splunk Core
- Splunk ITSI
- Splunk ML/DL toolkit

Quickly find, analyze and resolve incidents anywhere in your stack (multi-cloud to microservices to serverless) to lower MTTR, deliver high performing applications and world-class customer experiences.

Metrics | Traces

Logs | Events | TAs



On Prem



Public Cloud



BaaS & DRaaS



# The Partnership with Splunk

Splunk has partnered with ACIC to prototype solutions mainly focusing on one of its products: Zero Touch Operations.

The use cases main topic is:  
**Infrastructure Engineering.**

# ACIC Use Case Catalog

01



Intelligent Edge

02



Application  
Modernization

03



Infrastructure  
Engineering

Leveraging on Splunk technologies, we can integrate monitoring and machine learning capabilities to enable infrastructure and application Zero Touch Operations services.

04



Data Engineering  
& Applied AI/ML



# Catalog Domain

Zero Touch Operations  
Infrastructure Engineering



## Context and client challenges

With the growing business needs and explosion of the **Hybrid Multi-Cloud** platform, organizations are seeking solutions to reduce the impact of infrastructure and application faults on Business and Operation team activities.

This is possible through use of solutions enabling IT Operation team to not only detect problems in real time but reducing these ones predicting them.



## New approach and solution

- Built on the Splunk portfolio for IT Ops, integrated with ITSM and automation tools, the solution shows how to enable a **Zero Touch Operation** service to get faster insight of problem and incidents.
- Splunk's unique capabilities to ingest in real-time logs, traces and metrics across hybrid multi-cloud platforms to get full stack visibility.
- **Splunk's native AI/ML solution** to analyze data in real-time to ensure intelligent **end-to-end monitoring** of critical service and application to predict future incidents and plan remediation activities.



## Client benefits

- **High resolution** metrics monitoring.
- **Leverage AI/ML** to predict infrastructure faults and intelligently route remediation activities.
- **Reduce the MTTR** leveraging on AI/ML for anomaly detection to automatically adapt thresholds and prevent issues in advance.
- **Optimized Remediation** reducing time & effort to respond to infrastructure issue.
- **Integration with ITSM tools** to automatically categorize and route incoming alerting to the right teams.

## Contacts

### **Valerio Romano**

Cloud First Lead in ICEG

[valerio.romano@accenture.com](mailto:valerio.romano@accenture.com)

### **Leonardo Vomero**

Accenture Cloud Innovation  
Center Lead

[leonardo.vomero@accenture.com](mailto:leonardo.vomero@accenture.com)

### **Giovanni Spina**

Accenture Cloud Innovation Center CTO

[giovanni.spina@accenture.com](mailto:giovanni.spina@accenture.com)

### **Accenture Cloud Innovation Center Rome**

Hosted in Talent Garden Ostiense  
Via Ostiense 92, Roma

## Learn more

Find out about Accenture Cloud  
Innovation Center of Rome

[\*\*www.accenture.com/acicrome\*\*](http://www.accenture.com/acicrome)

## About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 624,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.

Visit us at [\*\*www.accenture.com\*\*](http://www.accenture.com)

Copyright © 2021 Accenture  
All rights reserved.

Accenture, its logo, and High Performance Delivered are trademarks of Accenture.

This document makes descriptive reference to trademarks that may be owned by others. The use of such trademarks herein is not an assertion of ownership of such trademarks by Accenture and is not intended to represent or imply the existence of an association between Accenture and the lawful owners of such trademarks. Information regarding third-party products, services and organizations was obtained from publicly available sources, and Accenture cannot confirm the accuracy or reliability of such sources or information. Its inclusion does not imply an endorsement by or of any third party. The views and opinions in this article should not be viewed as professional advice with respect to your business.