

# Accenture & Splunk

Accenture Cloud Innovation  
Center Rome



accenture > splunk >



# 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, **webring 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.

01



02



03



04





# ACIC Use Case Catalog

**Intelligent Edge**

**Application  
Modernization**

**Infrastructure  
Engineering**

**Data Engineering &  
Applied AI/ML**

*innovation*



# Infrastructure Engineering

## Zero Touch Operations Infrastructure Engineering

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



## 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.

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## Accenture Cloud Innovation Center Rome

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## Learn more

Find out about Accenture Cloud  
Innovation Center of Rome

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

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## About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services — creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 733,000 people serving clients in more than 120 countries.

Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities.

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