IoT1937 - Splunk at the Speed of Flight – Delivering Critical Passenger Cabin Services

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Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or plans of the company. We caution you that such statements reflect our current expectations and estimates based on factors currently known to us and that actual events or results may differ materially. The forward-looking statements made in the this presentation are being made as of the time and date of its live presentation. If reviewed after its live presentation, it may not contain current or accurate information. We do not assume any obligation to update any forward-looking statements made herein.

In addition, any information about our roadmap outlines our general product direction and is subject to change at any time without notice. It is for informational purposes only, and shall not be incorporated into any contract or other commitment. Splunk undertakes no obligation either to develop the features or functionalities described or to include any such feature or functionality in a future release.

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Why Are We Here?

Internet Everywhere

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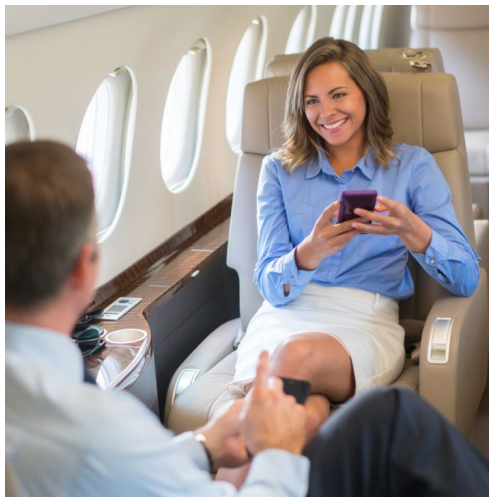
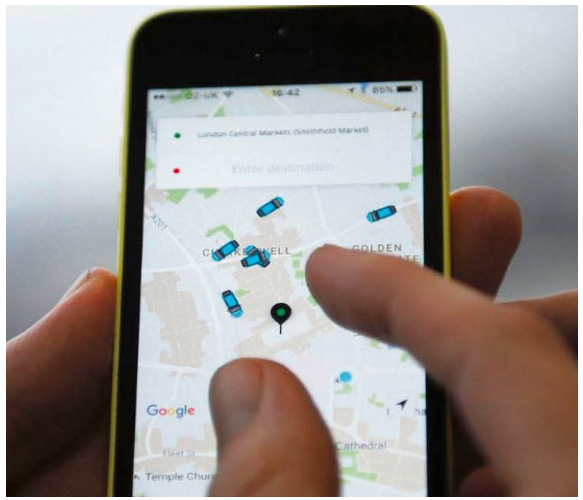
The Internet is Everywhere

On the street …

- On the street…
- In our homes …
- To plan our travel …
- When we travel…





SD Xperience Video

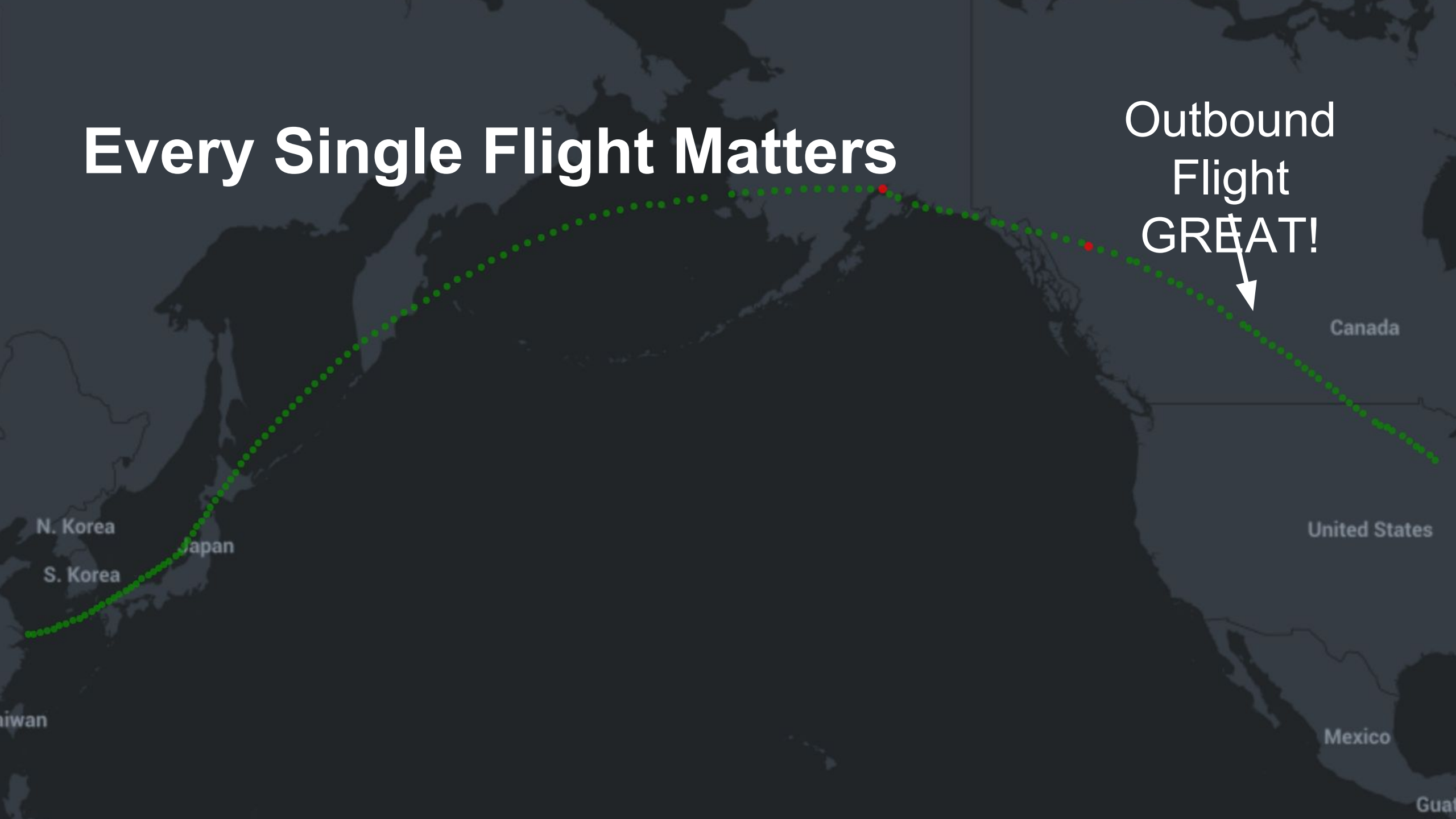
Customer Expectations Are No Different Inflight

- Private owners
- Charter companies
- Fortune 100 flight operations
- Users on the aircraft

Exceedingly high expectations of internet access while traveling!

SD Customers Are In the Business of Flight

Every Single Flight Matters

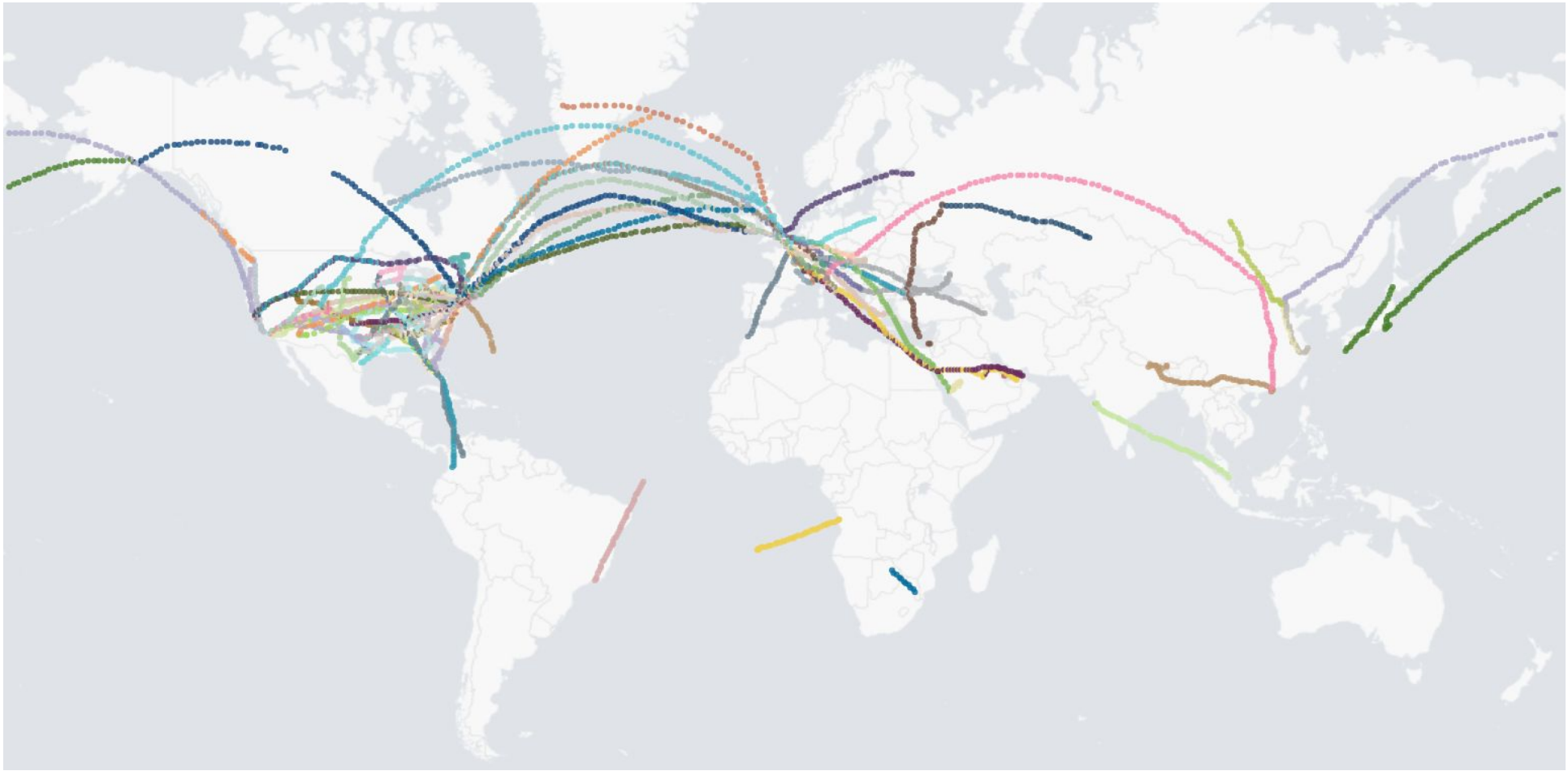


Every single flight matters

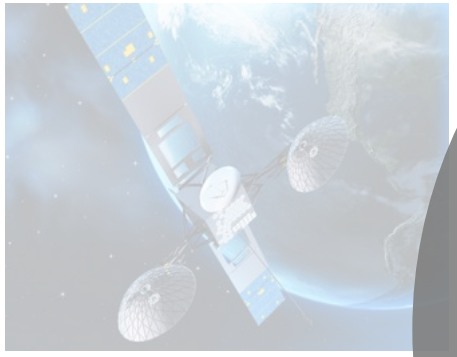
Outbound Flight GREAT!

Return Flight OUCH!

Where’s the problem?



Who Is Responsible?



Satellite Operators

- Inmarsat
- Intelsat
- ViaSat

Antenna Manufacturer

- Honeywell
- Aerosat Astronics

Aircraft Manufacturers

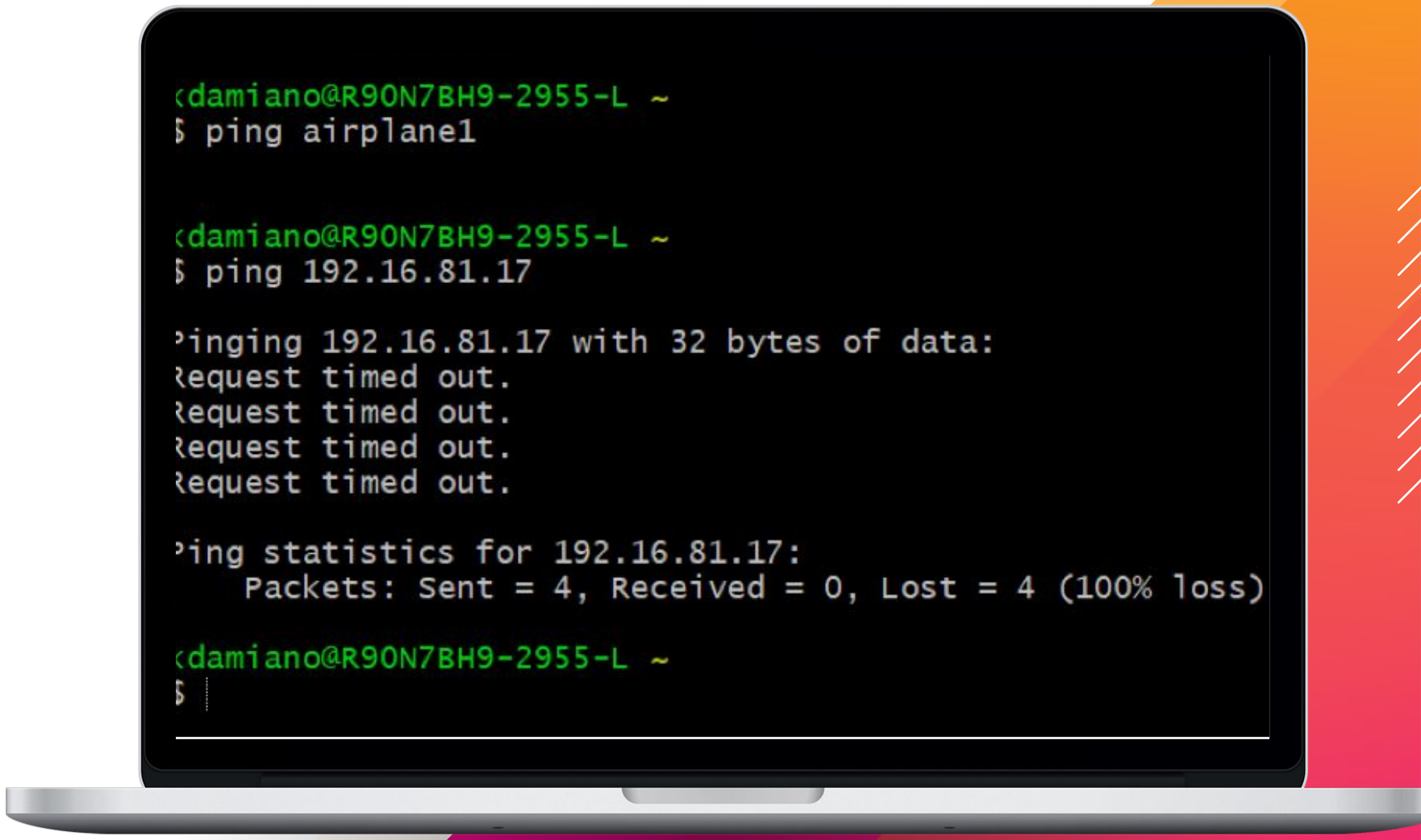
- Gulfstream
- Dassault
- Bombardier

Initial Effort

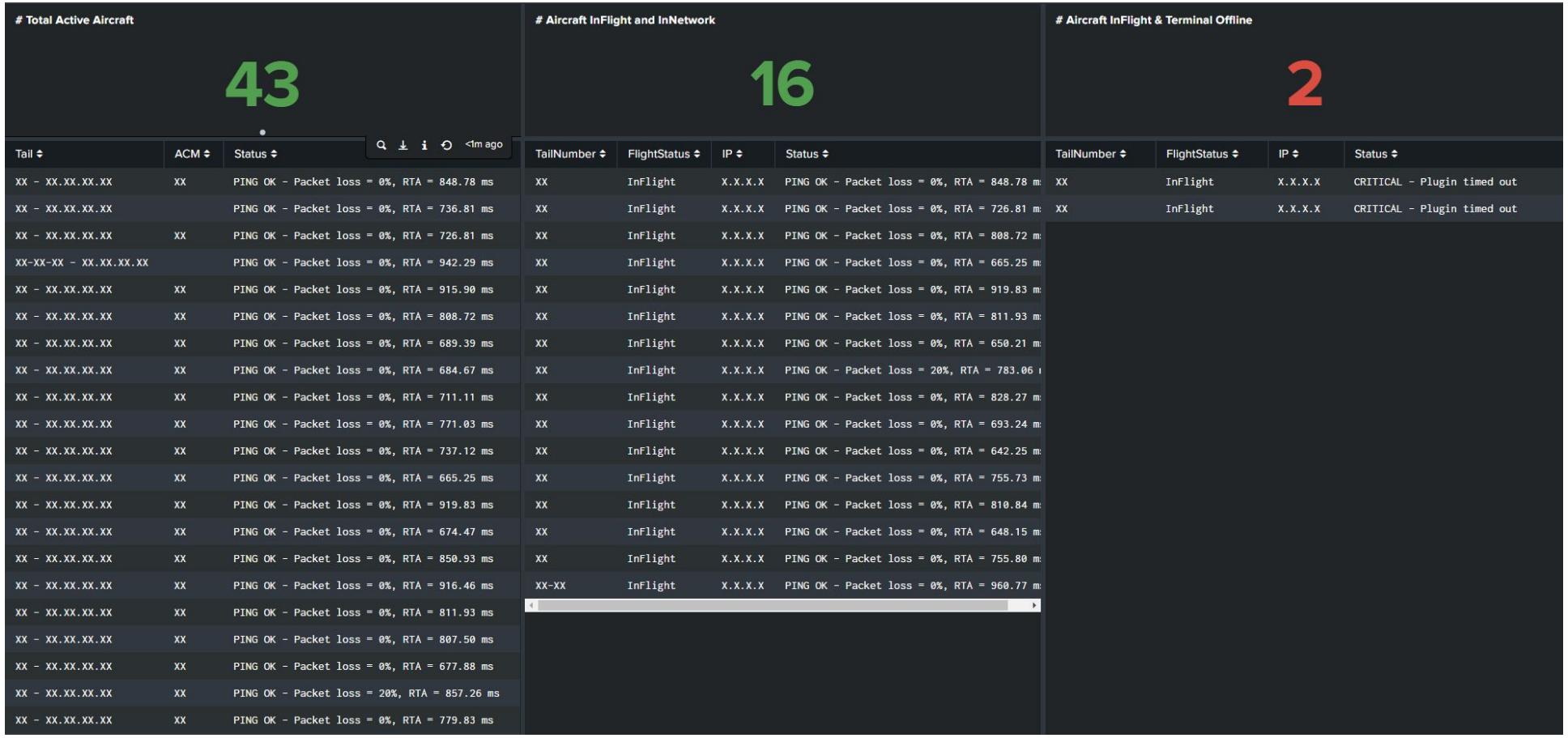
–

Availability Centric

Very Manual, Not Scalable



Automated ICMP Ping with Splunk



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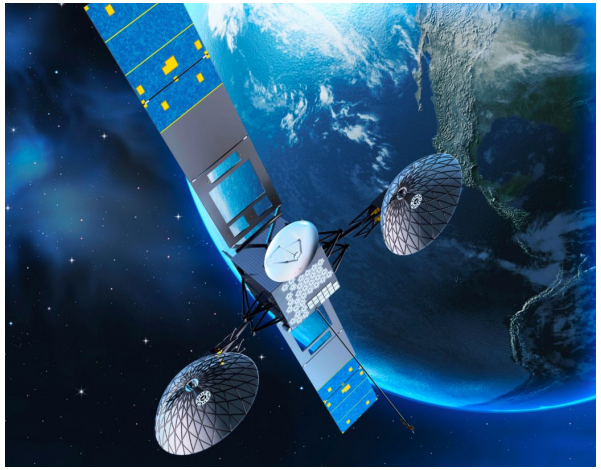
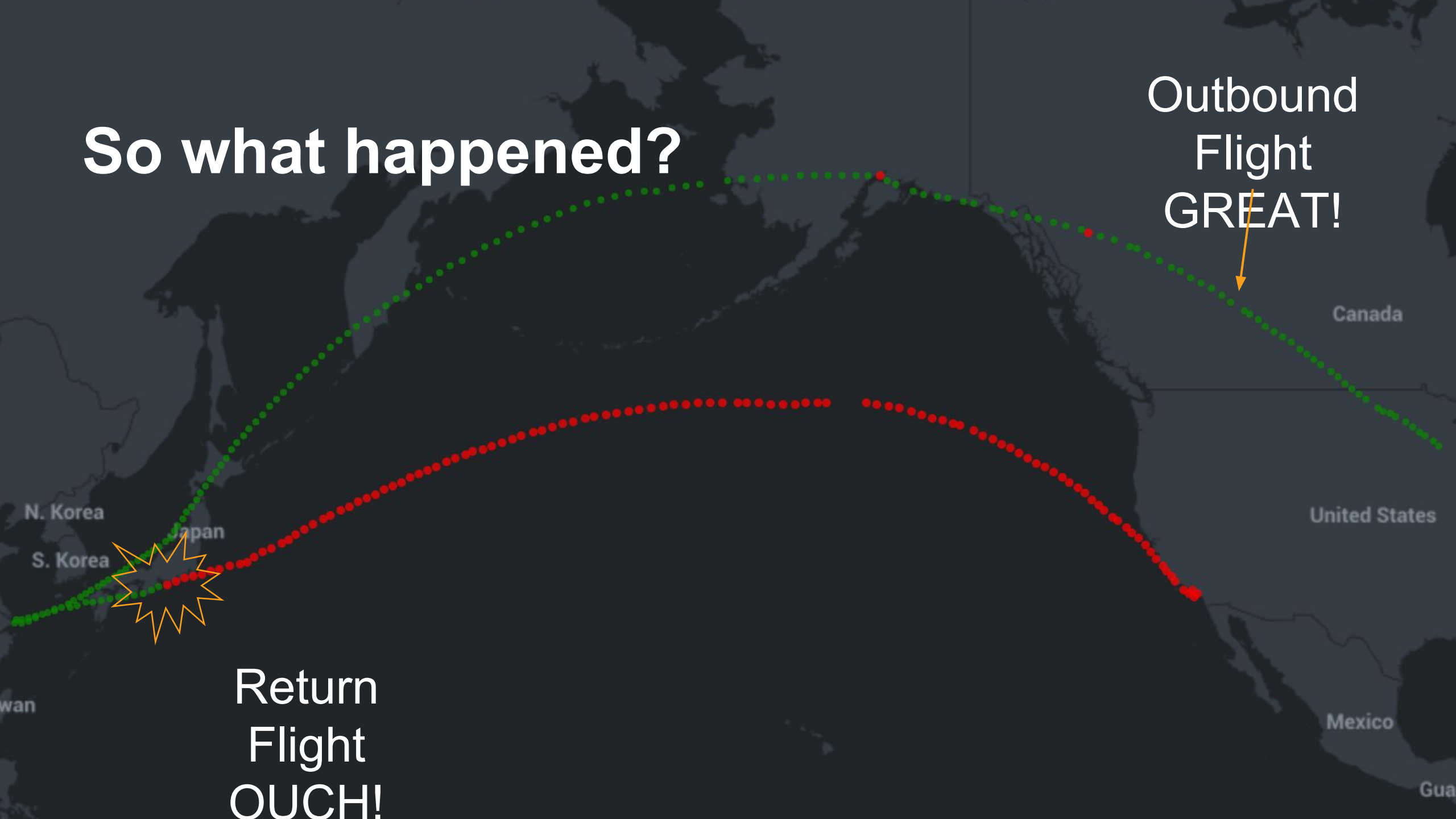
A Universal Quality of Experience "Standard"



So what happened?



Align Everyone – Shift to Time History of

Core Splunk and Horizon Chart

‘Online’ isn’t enough

Time based metrics/KPIs

- Antenna look angle
- S/N ratio
- Aircraft Orientation

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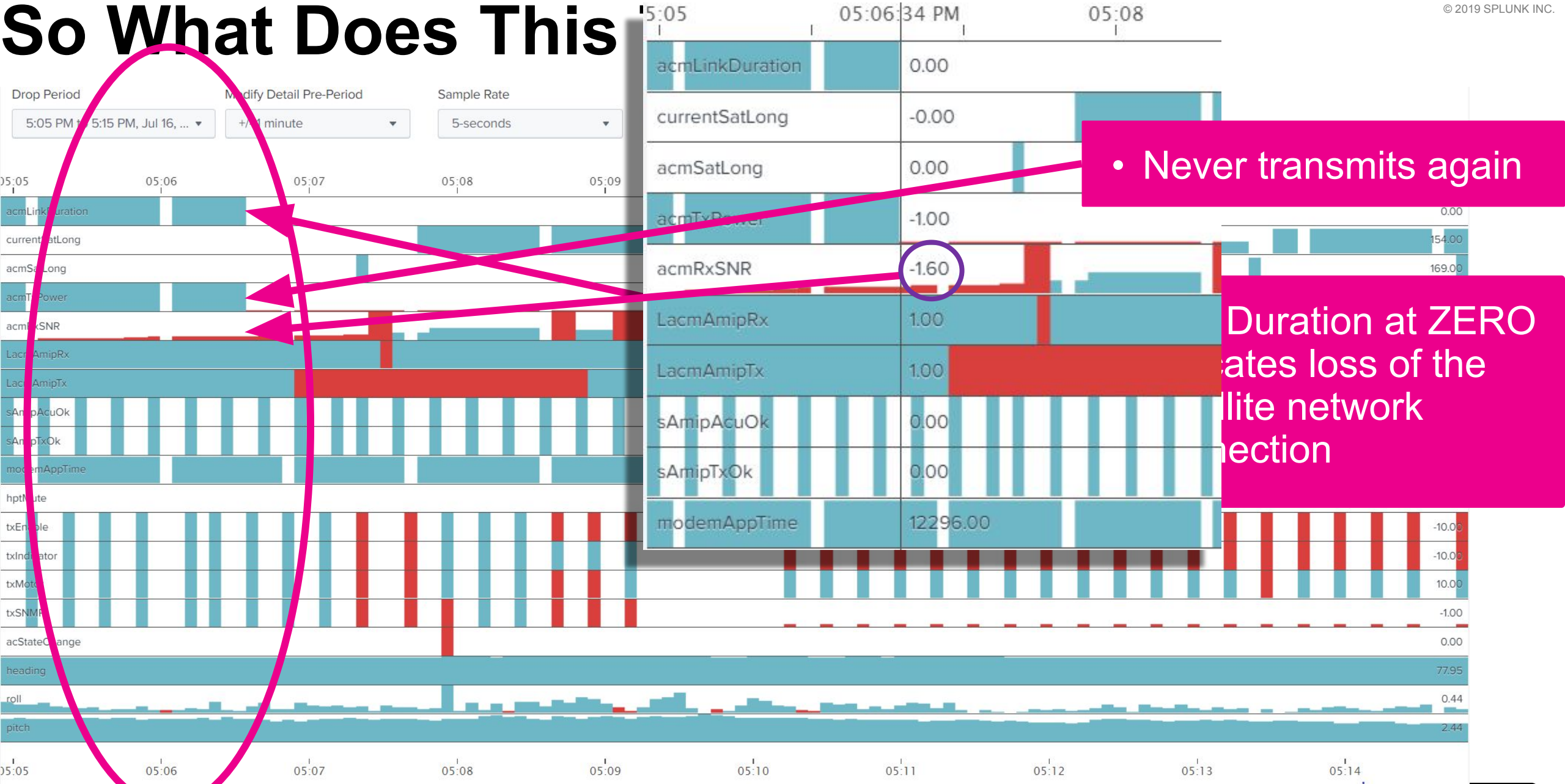
So What Does This



- Never transmits again

Duration at ZERO
ates loss of the
llite network
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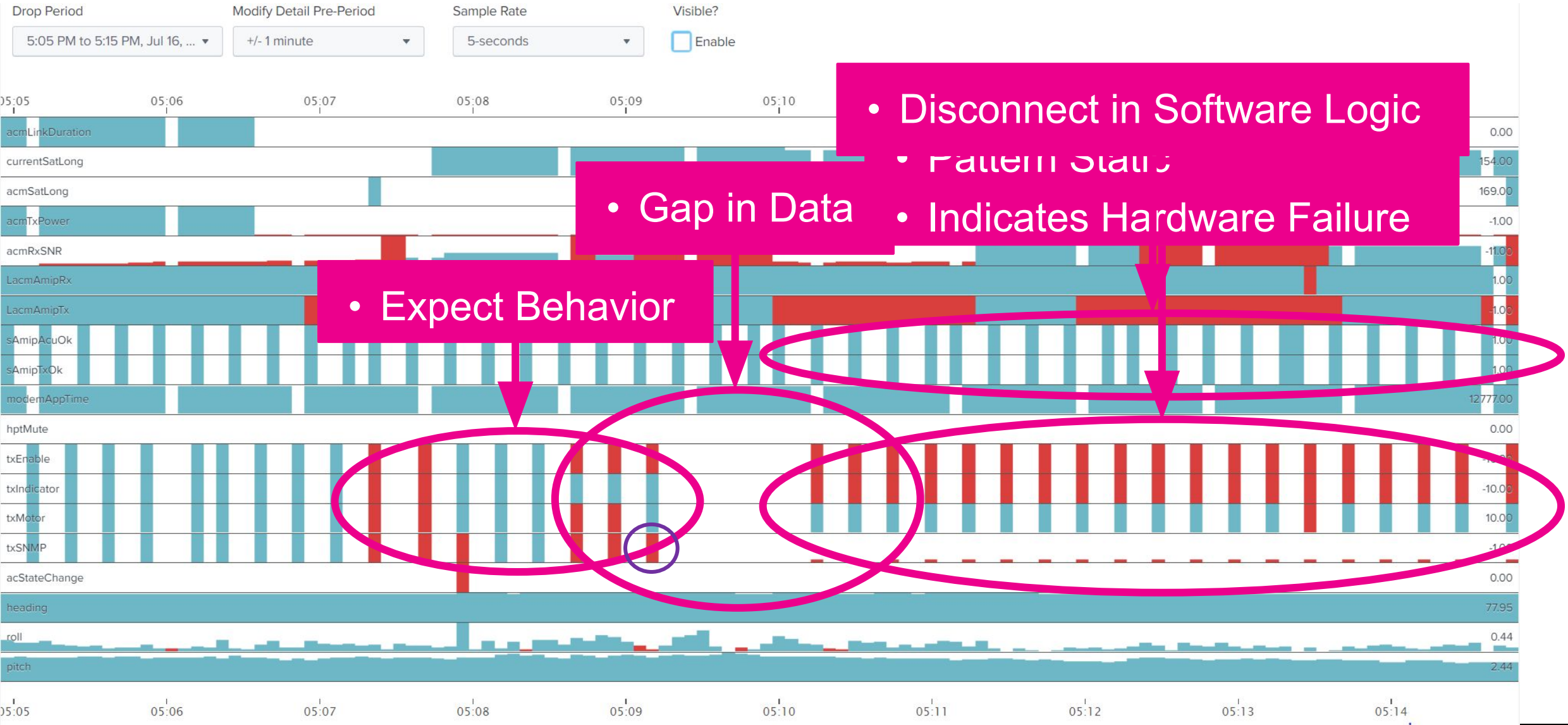
So What Does This Tell Us?



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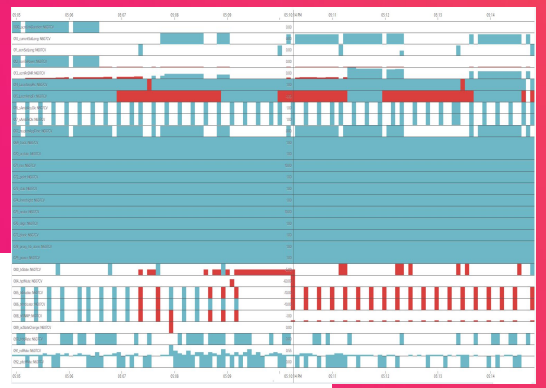
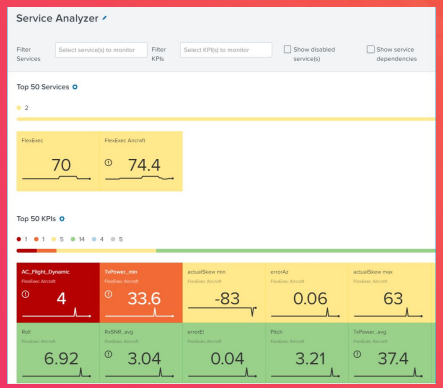
Challenge: How to Empower Tier 1?

Restore Service Sooner to the Customers – Queue ITSI





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ITSI Implementation Methodology

SERVICE DECOMPOSITION

What is the service to be monitored?

What are the components of the service?

What are the KPIs per service?

Define KPI Thresholds

Identify data sources for each KPI

Onboard missing data into Splunk

Pre Workshop Prep

2nd Day Session

Service Decomposition w/stakeholders

Create Services, Dependencies

Create KPIs, tune thresholds

Create Deep Dives

Create Glass Tables

Multi KPI Alerts

Realtime Service Insights

Show value!
(Executive Presentation)

1st ½ Day Session

Ready for ITSI

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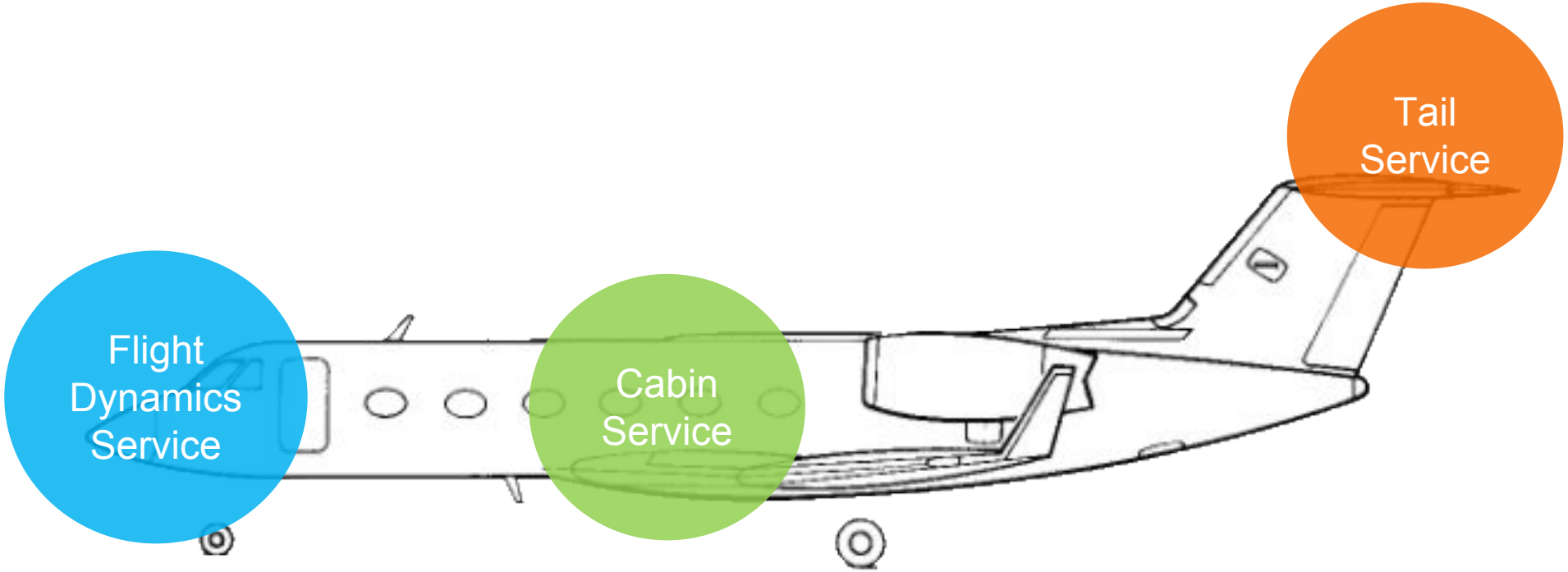
Service Analysis



Modem Link

Antenna Alignment

Flight Dynamics

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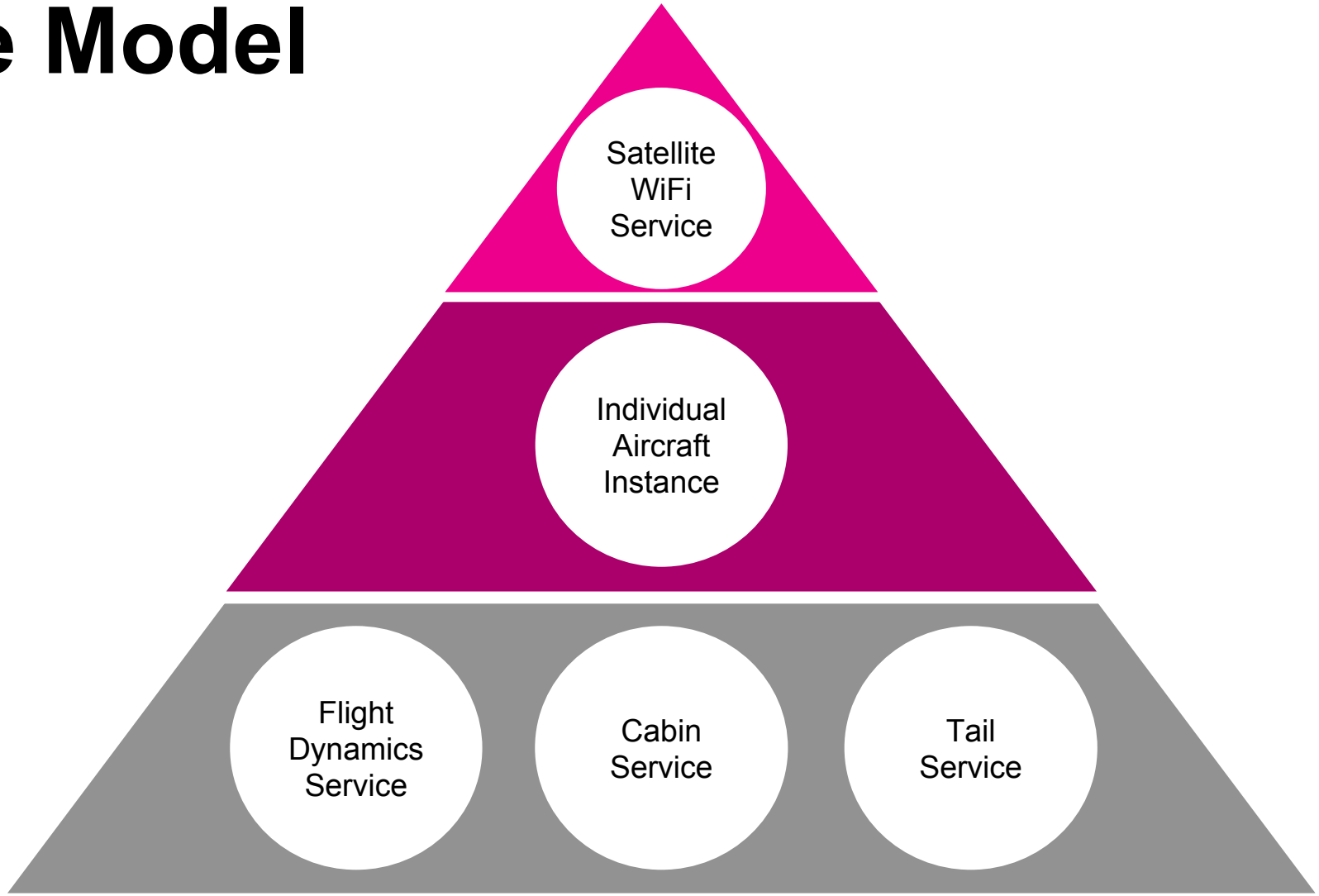
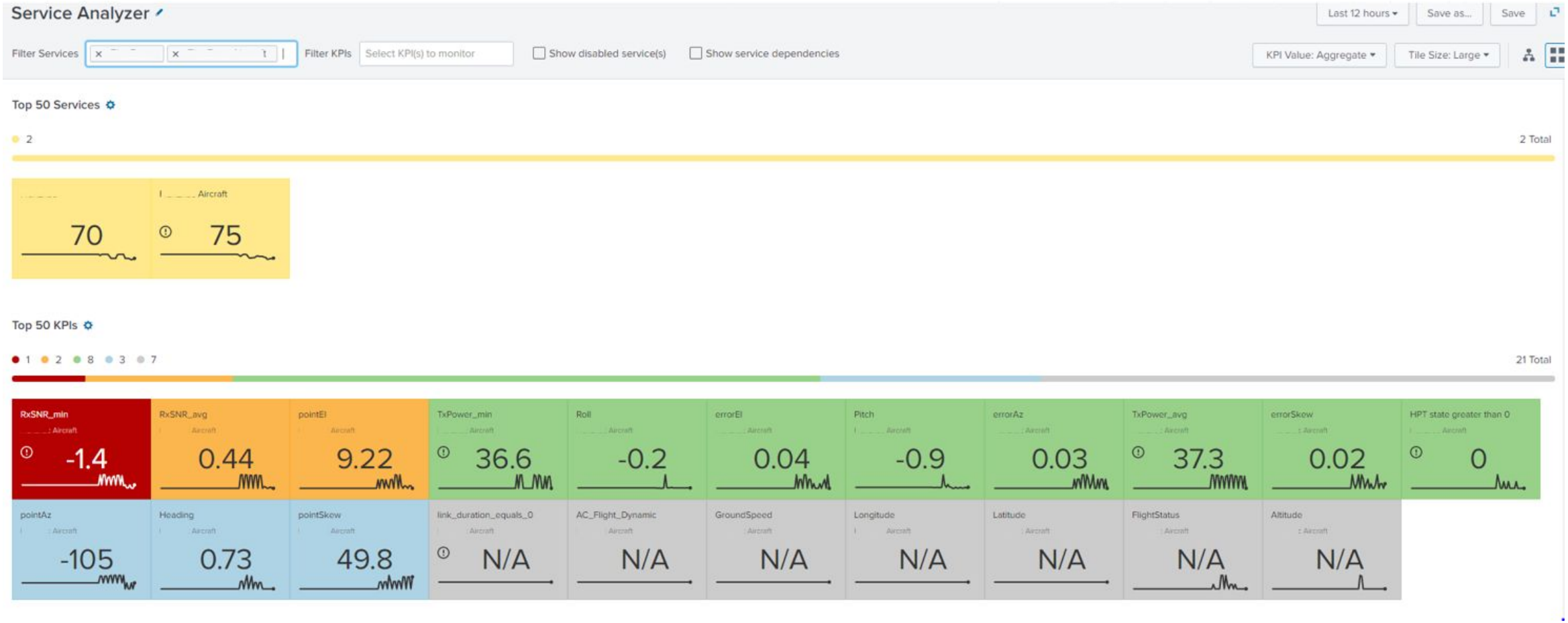
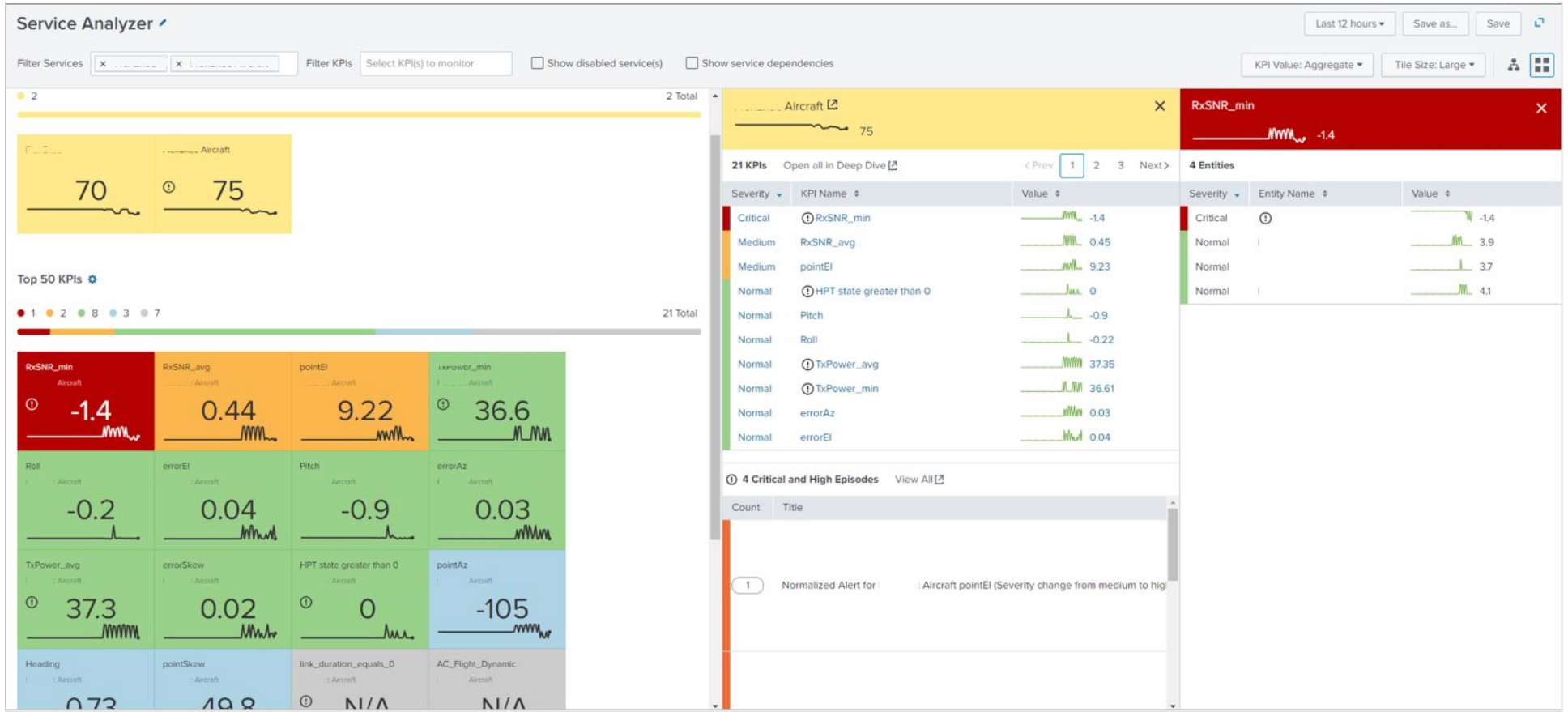
Service Model



Service Health Analysis – Macro View



Service Health Analysis – Summary View



Key Takeaways

What Did We Learn?

1. ITSI can be utilized for IoT use cases
2. RCA in a day versus 10 days
3. Actionable steps for level 1 analysts, prevent the ‘over escalation’ to level 3
4. Everyone looks through the same holistic lens
5. Shifted thinking from technical problem to meaningful business discussion with partners

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Thank You !

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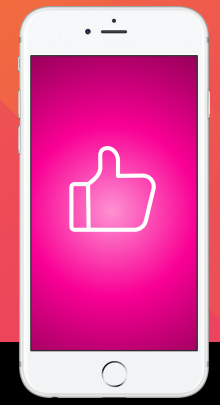
RATE THIS SESSION



Q&A

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