



Case Study

Splunk-Salesforce Integration Improved the efficiency of processes by automating them

Webuters performed Salesforce Splunk Integration to automate processes, improve security, and assist the organisation in managing efficiently.



The Customer

They are an international non-governmental organization (NGO) based in New York City with operations across the globe. They provide major contribution in the environmental certification for sustainability in forestry, agriculture, and tourism. They run training & certification program to train farmers, peoples and provide certificate seal which gives information to consumers about business practices, based on certain standards they set.

Objective/Goal to Achieve

The firm needed a way to gain real-time insight into syslog data, reduce the need for custom scripts and correlate unstructured machine data which resides in multiple systems. This centralized real-time monitoring solution will provide operational and digital intelligence across its complex infrastructures which is being used by business to execute their different processes & functions.





Major Challenges:

Business does not have centralized log management system. If we consider salesforce and co-integrated systems, then all these systems generate (system / security /event) logs on the respective devices and the log analysis is being done on need basis.

As business was using Salesforce as their major CRM cloud to manage and host the business operations so business data protection in the cloud was major challenge.

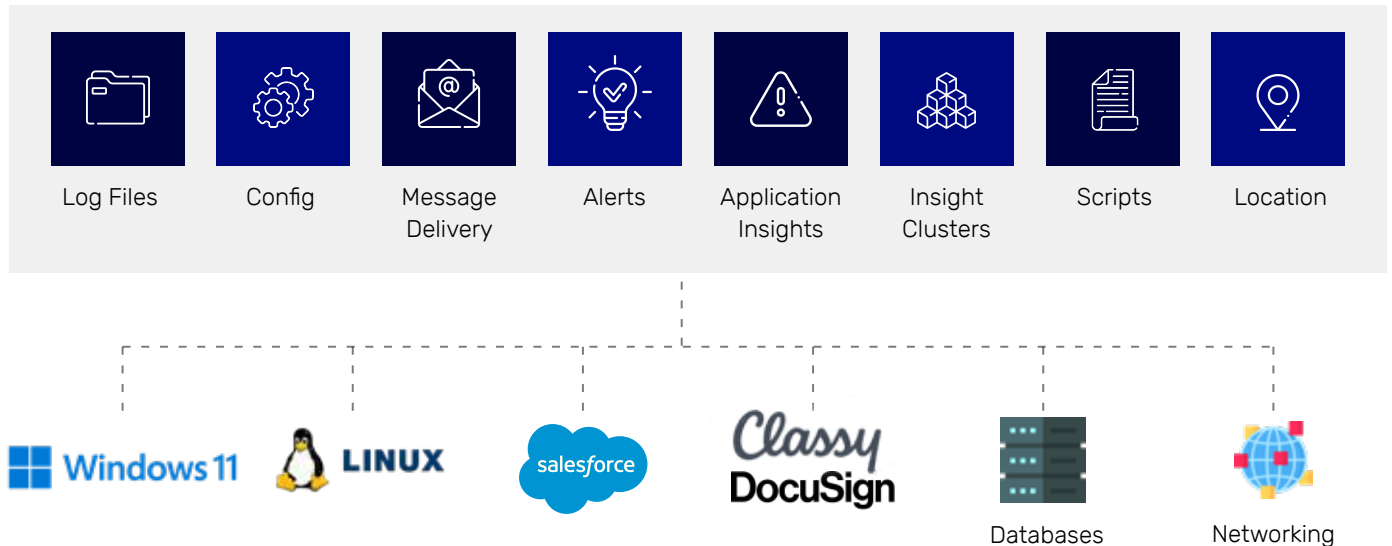
They were looking to adopt best approach for collection, analyzing, prioritizing, grouping, visualizing, and reporting of security related data used to find, understand, and react to security related threats for business and their IT systems.

Solution

By considering the major pain points of business our consultants have come up with an idea of adopting Splunk as their SaaS solution for capturing and monitoring the massive amounts of data siloed from different systems and based on the analysis provide the analytics/report for business.

In this integration major data source, we used are – Salesforce, Classy Fundraising system, DocuSign, DocGen and Other SaaS Database, Endpoint logs, Operating system logs, and other business operations data.





Results

- Increase in operational efficiency.
- Faster and more accurate troubleshooting
- Optimized maintenance; reduced downtime
- GEO Location based insights for data security.
- Better Analytics/Reporting

Reach Us

To Discuss Your Requirements

Contact us at : info@webuters.com

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