



# MASTERS OF MACHINES III

Thanks for taking the CIE Calculator test, Neil

Annual cost of CIEs

# £15,325,200.00

This is the estimated annual cost of Critical IT Events (CIEs) to your organization, based on the number your organization experiences per month, and cost figures from companies of a similar size (based on 400 respondents).

A CIE occurs when a business application or infrastructure is down, or has a malfunction, whereby a business process is halted, or users are unable to reasonably carry out tasks and transactions

## Mean-Time-To-Resolution (MTTR) benchmark

You are #282 out of 400



MTTR is the average elapsed time from when an incident is reported until the incident is resolved

## Root Cause Analysis (RCA) benchmark

You are #218 out of 400



RCA is the average elapsed time it takes to identify the root cause of a CIE in order to formulate an approach which could help to prevent them in future

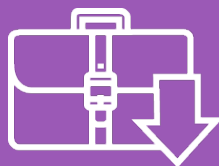
## Operational intelligence can deliver:



**15-45%** reduction in CIEs



**70-90%** reduction in incident investigation time



**67-82%** reduction in business impact

Today's datacenter has evolved and IT environments are now more complex than ever. Legacy systems can be expensive and fail to adapt to changing IT environments. Because they usually operate in silos, these systems can struggle to collect and correlate information from multiple technologies, making it difficult to monitor infrastructure and rapidly troubleshoot problems. Operational intelligence gives you end-to-end visibility in real time across your complete IT environment—whether on-premises, in the cloud or hybrid. By collecting and correlating the machine data needed and delivering it the form of real-time analytics, you can quickly troubleshoot issues and outages, monitor end-to-end service levels and detect anomalies.

### Case study: Other

The John Lewis Partnership includes Waitrose supermarkets, a production unit and a farm, as well as John Lewis, the largest department store in the UK. The company's brand is synonymous with customer service and trust. John Lewis needed a solution that would give it operational visibility across its entire infrastructure, enable it to address issues before they could hurt the company's reputation for superior customer service and support rapid growth for its billion-

pound website, johnlewis.com. Since deploying Splunk Enterprise, the company has seen benefits, including:

- Real-time operational insights
- Enhanced customer experience on the John Lewis website
- Improved troubleshooting and faster resolution of issues, preventing revenue loss

Interested in scoping the potential benefits of operational intelligence further? To generate a business case report specific to your organization containing detailed benefit calculations, key goals, current challenges and ROI analysis across a range of use cases, request an interactive value assessment by emailing

[IVA@splunk.com](mailto:IVA@splunk.com)

This report was sent to: Name: Neil Pie, Email: [neil@resolutioncreative.co.uk](mailto:neil@resolutioncreative.co.uk), Company: LEWIS , Job Title: Tester.

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