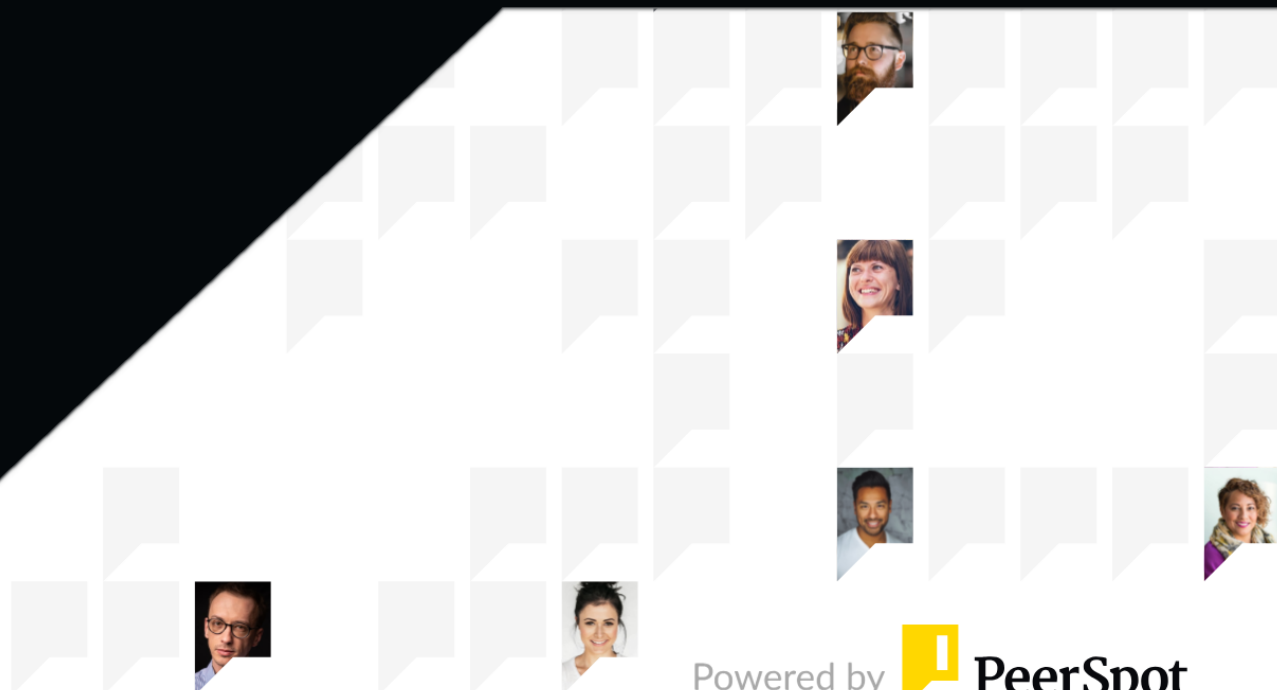




Splunk Cloud Platform

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Splunk Cloud Platform

Splunk Cloud Platform Recap

Splunk Cloud Platform enhances operational efficiency with streamlined log management and real-time data analysis, offering customizable dashboards, seamless system integration, and a user-friendly interface that simplifies infrastructure management.

Splunk Cloud Platform stands out for its robust indexing and powerful search capabilities, delivering end-to-end visibility across environments. AI-driven security measures enhance cybersecurity intelligence, while its flexible log management reduces resolution times. The platform integrates effortlessly with diverse systems, supporting centralized log management, security monitoring, and application performance analysis. Users leverage its comprehensive analytics for troubleshooting, alerting, and visualization, optimizing costs and ensuring compliance with unified data sources.

What are the key features of Splunk Cloud Platform?

- Customizable Dashboards: Personalized insights with adaptable visualizations.
- Powerful Search Capabilities: Advanced search functions that simplify data retrieval.
- Seamless Integration: Easily connects with various systems to consolidate data.
- Quick Setup: Accelerated deployment process, reducing time to value.
- AI-driven Security Measures: Advanced protection with automated threat detection.
- Real-Time Data Analysis: Instant insights for timely decision-making.

What benefits and ROI should users expect?

- Enhanced Operational Efficiency: Streamlined processes reduce workload.
- Reduced Resolution Times: Faster issue identification and resolution.
- Cost-Effectiveness: Optimize resources and reduce expenses.
- End-to-End Visibility: Comprehensive understanding across environments.
- Flexibility in Log Management: Adaptable to business needs with ease.

In many industries, Splunk Cloud Platform is implemented primarily for unified log management, cybersecurity initiatives, and application performance monitoring. Businesses utilize it to streamline IT operations, integrate data sources, and leverage insights for troubleshooting and strategic decision-making, ensuring compliance and optimized resource use.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Splunk Cloud Platform is a market leader known for its strengths in enterprise-scale log analysis, advanced security monitoring, complex event correlation, and deep search capabilities.”



Verified user

Partner Account Manager at a wholesaler/distributor with 51-200 employees

- ✓ “With Splunk Cloud Platform, you can modify whatever you want; let's say you want to run Python, you want to run any script, you want to monitor any port, you want to monitor data from syslog, whatever you think, you can do it in Splunk Cloud Platform.”



Hiten Nandasana

Angular developer at Flourish software

- ✓ “The main positive impact of Splunk Cloud Platform on my organization is in terms of cost and infrastructure, allowing us to provide all integrations and analysis directly from the cloud instead of depending on multiple environments.”



Verified user

Sr.software engineer at a insurance company with 10,001+ employees

- ✓ “Splunk Cloud Platform has been monumental in assisting us with our audit and compliance requirements, as we have been able to develop self-serving dashboards showing items such as Crown Jewels or PCI in-scope systems, allowing us to quickly see at a glance via these dashboards their coverage, such as EDRs in place, FIM enabled, vulnerability management picture, and so on, allowing us to quickly attest to our PCI assets following guidelines.”



Joshua Schafer

Director at a media company with 1,001-5,000 employees

- ✓ “After Splunk Cloud Platform was introduced to us, we saved a considerable amount of time, and our team size went from more than 300 people to less than 30 people over five years because fewer employees are needed and we spend little effort since logs track everything and help us in our day-to-day tasks.”



Hemanthreddy Vakiti

Data Engineer at a tech vendor with 10,001+ employees

- ✓ “Splunk Cloud Platform has positively impacted my organization by reducing the number of customers who are in longer outages because we are able to identify the problem sooner through Splunk Cloud Platform.”



Myra Padilla

DevOps Engineer at a comms service provider with 10,001+ employees



“Splunk Cloud Platform has impacted my organization positively by capturing all alerts, monitoring the dashboards, and analyzing issues immediately, which has improved efficiency in my company.”



Verified user

Lead DevOps engineer at a comms service provider with 10,001+ employees

What users had to say about valuable features:

“I have not been able to explore the new features in depth yet after we just rolled out Splunk Cloud versus our Splunk Enterprise. I actually preferred the navigation in Splunk Enterprise versus Splunk Cloud, which I found to be not as user-friendly.

Splunk Cloud Platform has positively impacted our organization because we have been able to detect increases in failures and report on success rates of our platform. The performance is about the same as what we were able to do with Splunk Enterprise regarding how quickly we are able to detect those failures or any specific outcomes or metrics since moving to Splunk Cloud Platform..”

Verified user

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Sr. Mgr, Engineering at a comms service provider with 10,001+ employees

“Splunk Cloud Platform offers features that are easier to use than having Enterprise Security and other applications on top of it. The most significant advantage is not having to deal with on-premises server management.

This has affected my day-to-day work significantly, as we have only two Splunk engineers who manage Splunk Cloud Platform as a whole. It makes management much easier, especially considering how large our company is.

Splunk Cloud Platform has positively impacted our organization by maintaining very consistent detection speed across Splunk Cloud Platform and Splunk Enterprise. The focus has been on having more uptime on the server as a whole, particularly regarding the detection and response engineering aspect and how our team utilizes Splunk Cloud Platform..”

Travis Curley_

Senior Incident & Threat Responder at a media company with 1,001-5,000 employees

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“What I appreciate most about Splunk Cloud Platform is the ability to click and create dashboards and alerts very quickly without spending too much time writing SPL queries and getting results. Additionally, the platform is much faster than Splunk Enterprise, allowing us to see things churn quickly.

“Splunk Cloud Platform's ability to scale aligns very well with our demand fluctuations, which is why we migrated to it. Splunk Enterprise was not scaling as our demand for Splunk usage grew, and we started experiencing issues with Splunk Enterprise. We migrated to Splunk Cloud Platform to support the additional usage from multiple users, and we are now expecting it to scale and help all the other additional users benefit from Splunk Cloud Platform..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“The best features Splunk Cloud Platform offers include ease of use, good integration, and easy scalability.

“Regarding how the integration works and how the scalability has helped my team, when SVC usage is high or if there is lots of data coming in, the scalability is helping us with indexer clustering.

“Splunk Cloud Platform has positively impacted my organization by reducing a lot of time, reducing a lot of incidents, and helping in mitigating issues without major downtimes.

“Regarding time saved, we have caught many anomalies and issues related to applications or security data coming in through the data, which gave us proactive monitoring as well related to those..”

Verified user

Architect at a tech vendor with 10,001+ employees

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“I appreciate the fact that you can quickly click and create dashboards and alerts without having to spend too much time writing SPL queries to get your results.

“Additionally, the fact that it is so much faster than Splunk Enterprise allows us to see things churn quickly.

“Since the time I joined this organization, Splunk has been a very important tool for collecting the logins and the events. My organization has been using Splunk Enterprise for a very long time, and very recently, we migrated from Splunk Enterprise to Splunk Cloud Platform. My role has been as an end user of Splunk to see how all the migrations have completed successfully. Now in my current role, I am responsible for creating alerts and dashboards in Splunk Cloud Platform to assist with all the monitoring in the production environment..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“Splunk Cloud Platform offers exceptional features including quick upgrades, as Splunk Cloud receives the first upgrade for any GA release with rapid support.

“Their team manages indexers and search head upgrades, allowing us to focus on bringing data and creating metrics from it and monitoring that output.

“Splunk is very helpful in troubleshooting with its SPL, and the AI assistant significantly helps in troubleshooting issues.

“Splunk MCP allows quick turnaround with integration into platforms.

“The platform's ability to validate application logs, correlate microservices using trace IDs, and enhance security with threat detection greatly impacts our organization..”

Jyoti In

principal software engineer at a tech vendor with 5,001-10,000 employees

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Other Solutions Considered

“We did not use any other solution previously. We were using Splunk Enterprise before migrating to Splunk Cloud Platform, so we have always been Splunk customers..”

Jyoti In

principal software engineer at a tech vendor with 5,001-10,000 employees

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“Earlier, we were using a fully on-premise solution, and therefore we had all our servers, search heads, and indexers managed by us. Now we have moved to the cloud..”

Verified user

System Engineer IV at a comms service provider with 10,001+ employees

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“While in the enterprise, we used a perpetual license with limited capacity, such as 15 terabytes, which caused us to encounter many issues when over the limit. With the cloud solution, we gain the flexibility to request increases in resources handled by Splunk Cloud Platform, which greatly benefits us compared to perpetual licensing..”

Verified user

Sr.software engineer at a insurance company with 10,001+ employees

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“Splunk Cloud Platform should be improved in certain aspects. In comparison with QRadar, QRadar has dedicated log sources, but Splunk does not have dedicated log sources. We can only sort the log sources from the IPs or hostnames. Splunk can do that, or if they do not do that, it will not affect anything, but it could be beneficial for a SOC analyst to specify the data source..”

Usama Khan

Team Lead Soc at a tech services company with 51-200 employees

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“Before choosing Splunk Cloud Platform, we evaluated other options such as Kibana, which is another visualization tool, SolarWinds for server metrics monitoring, and Dynatrace for similar service-related information. We currently use both Dynatrace and Splunk Cloud Platform, but our main use cases are centered around Splunk Cloud Platform for enterprise security and ITSI..”

Verified user

Sr.software engineer at a insurance company with 10,001+ employees

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“The key differences and strengths of Splunk Cloud Platform in comparison to other technologies indicate that Splunk Cloud provides consolidated capabilities such as SIEM, log management, reporting tools, and monitoring dashboards that deliver better performance in monitoring. Depending on cost, if we optimize that very effectively, we can achieve good ROI by reducing ingested data volume, using data retention tiers, or summary indexing. Through this approach we can improve Splunk Cloud Platform ROI and use that tool very effectively.

“The main drawbacks of Splunk Cloud Platform include that while it removes the infrastructure management overhead, it has limitations such as volume growth becoming expensive. The licensing is typically based on ingestion volume or workload, so we must optimize that, and there is no direct access to the underlying server; we must use forwarding tools. Some advanced configurations are needed to support tickets or manage change processes. These are dependencies where we have to rely on vendor dependencies for maintenance windows. Data residency and compliance concerns also exist, where scenarios such as GDPR, banking, and healthcare have strict regulations regarding where data must be stored, so we have to consider that concern when making the decision..”

NarendraBhujbal

Technology Architect at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“I have seen a return on investment as we have had money saved with investigations and we are able to keep the team to a minimum with the support of the platform..”

Verified user

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Lead Engineer at a retailer with 10,001+ employees

“I have seen a return on investment with Splunk Cloud Platform, and there is definitely efficiency that was created with time saved, though I do not have a hard number for you..”

Verified user

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Associate Manager Enterprise Service Management at a manufacturing company with 10,001+ employees

“I have seen a significant return on investment by identifying unnecessary applications still ingesting data, which were not in use but kept servers running. We have observed between five to seven percent of the overall enterprise-wide applications that were flagged for frequent analysis and necessary cleanup, which saved my SVCs and licenses, ultimately translating to significant cost savings for my organization..”

Verified user

Sr.software engineer at a insurance company with 10,001+ employees

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“I do not have any metrics from different departments handling that. I can say that we definitely have fewer resources needed to manage the platform. We definitely have fewer support tickets open than with our previous SIEM platform. Overall, our spend is about the same for much better capabilities. That is really what I can say about it..”

Gregory Wierzchowski

Global Lead SIEM Engineer at a media company with 1,001-5,000 employees

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“We are utilizing federated search with S3 in our organization, redirecting 20 terabytes of low-value logs into S3.

“Using federated search heavily allows us to save significantly on costs, which is a very important metric for us..”

Jyoti In

principal software engineer at a tech vendor with 5,001-10,000 employees

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“I can share a return on investment example, as we previously worked with Devo as our log management system for cyber purposes for approximately three years. While the cost was comparable, we initially thought moving to Splunk Cloud Platform would be quite expensive, but the ability to embrace functions such as active archive helped us drive down that bill, making the cost similar from Devo to Splunk Cloud Platform, which was great. We also saw significantly reduced latency for day-to-day searches when we moved to Splunk Cloud Platform, as we did not have a good experience with the Devo toolset, leading to efficiency gains from SOC tier one all the way to tier three in searches, reducing search time and fewer errors compared to Devo, resulting in great optimization..”

Joshua Schafer

Director at a media company with 1,001-5,000 employees

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Use Case

“My main use case for Splunk Cloud Platform is detecting issues and dashboard monitoring. I monitor our provisioning platform with Splunk Cloud Platform to detect whether fallouts are occurring and to determine success rates..”

Verified user

Sr. Mgr, Engineering at a comms service provider with 10,001+ employees

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“Currently, we are using dashboarding and alerting as our main use cases for Splunk Cloud Platform. We also have scheduled reports that run on a daily basis to feed data into those dashboards. We are actively using alerts to notify in Splunk Cloud Platform are monitoring, alerting, and all the notifications for the applications that we are hosting in production..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“Currently, our main use cases for Splunk Cloud Platform involve using dashboarding and alerting most of the time.

“We also have scheduled reports that run daily to feed data into those dashboards, and we are actively using alerts to notify in the Webex channels about any issues that have occurred in production on a real-time basis..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“We currently utilize Splunk Cloud Platform for detection and response engineering. We utilize it for network and endpoint types of detections. Specifically for an endpoint, it would be similar to a CrowdStrike alert. Those logs are sent into Splunk Cloud Platform, and we set up a rule that alerts if there are any abnormal detections on that endpoint.

Our main use case is detection and response engineering. We have GitHub code for these detections and those are deployed into Splunk Cloud Platform..”

Travis Curley_

Senior Incident & Threat Responder at a media company with 1,001-5,000 employees

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“My main use case for Splunk Cloud Platform is general Splunk usage. Instead of on-prem, we are using cloud.

“A quick specific example of how I'm using Splunk Cloud Platform is application monitoring, security monitoring, and enterprise security. Specifically for security monitoring, I'm looking for application-related logging, trying to understand how the applications are progressing, and monitoring the status of the servers and other infrastructure..”

Verified user

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Architect at a tech vendor with 10,001+ employees

“Splunk Cloud Platform serves as our primary observability solution, focusing on monitoring logs, metrics, and traces for our systems.

“We primarily use Splunk Cloud Platform for log monitoring by setting up feature dashboards in my day-to-day work.

“Dashboards are used to monitor business API and business-related metrics from logs, which enhances our workflow..”

Jyoti In

[Read full review](#) 

principal software engineer at a tech vendor with 5,001-10,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“If you are planning to deploy Splunk Cloud Platform, there is a whole lot of architecture planning involved. You need to plan accordingly as per your infrastructure needs..”

Usama Khan

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Team Lead Soc at a tech services company with 51-200 employees

“We did not purchase Splunk Cloud Platform through the AWS marketplace because we already had a license with Splunk Cloud Platform running the enterprise license, and we just migrated it to the cloud..”

Verified user

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System Engineer IV at a comms service provider with 10,001+ employees

“The initial deployment of Splunk Cloud Platform is difficult. It was difficult because we were very new to Splunk Cloud Platform and everything. Earlier we were thinking to buy DataDog, but then we skipped that and had an eye on Splunk Cloud Platform. It was tough to get to know about things at first, but now we are good at this and know more about it..”

AmanThakkar

Software Engineer at Titanslab Inc.

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“My experience with pricing, setup cost, and licensing has been overall very good. Nothing against any of our Splunk Cloud Platform teammates, as we face some internal political complexities with some global tech Splunk spend on observability cloud versus our cyber needs—I am in Cyber Defense for our Splunk Cloud Platform environment—so the challenges we encounter are more internal, ensuring we have appropriate back-billing to both the right teams and our business units. From the quoting and pricing model we have received from our account manager, we have always gotten great support from the team..”

Joshua Schafer

Director at a media company with 1,001-5,000 employees

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“The setup process of Splunk is straightforward. If we can provide the process document, it is easy. We conducted some development depending on the forwarder. By using the universal forwarder, we collected logs. We have to set up the indexes and search heads for medium enterprises. For large enterprises, the setup is more complex because we need clustering mechanisms such as load balancing, search head cluster, and index cluster. We can accomplish this by using the universal forwarder and indexes; Splunk will manage the indexes, storage, and upgrades, but as a customer we must manage the universal forwarder, data onboarding, and dashboards. These parts depend on the skill sets we have available..”

NarendraBhujbal

[Read full review](#) 

Technology Architect at a tech vendor with 10,001+ employees

“The initial setup of Splunk Cloud Platform was quite straightforward compared to traditional on-premises deployment. Since Splunk Cloud Platform manages the cloud infrastructure, we did not have to spend time setting up servers, storage, or handling backend maintenance. Most of our efforts focused on connecting data sources, configuring inputs, creating indexes, and setting up dashboards and alerts. The basic deployment was smooth, but the important part was planning the data onboarding properly, deciding what logs to collect, how to structure them, and setting permissions for different teams. There was a small learning curve in the beginning, especially around SPL queries and optimization. Once the foundation was ready, managing and expanding Splunk Cloud Platform became much easier. Overall, the setup experience was smooth and manageable..”

Verified user

[Read full review](#) 

Jr. Oracle Apex Developer at a tech services company with 51-200 employees

Customer Service and Support

“Customer support is good. We have solid support from Bill, our Technical Account Manager, who helps escalate certain high-priority items, so we have had great customer support..”

Joshua Schafer

Director at a media company with 1,001-5,000 employees

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“Customer support is great; I attend the convention every year and can talk to whoever I need. I have taken classes and had discussions with proctors, and everyone has been very helpful..”

John Frascione

Team Lead, Lab Information Technology at a pharma/biotech company with 10,001+ employees

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“The customer support for Splunk Cloud Platform is helpful. My experience with Splunk Cloud Platform's app ecosystem is that it's pretty easy to manage updates within this ecosystem. If we are having issues, our Splunk support is pretty quick to hop on a call or get an email to help us when we create a ticket..”

Verified user

Lead Engineer at a retailer with 10,001+ employees

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“On a scale of one to ten, I would rate the customer service experience at seven because we have been receiving answers directly from a Splunk POC who has been on-premises helping us out. However, we have experienced delays in getting answers to some of the issues that we faced during migrations, and that has taken some time to get resolutions to, which is why I am rating it at seven..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“The customer support for Splunk Cloud Platform is great because we've had several outages where it was Splunk Cloud Platform's issue, and we were able to resolve it very quickly because of the customer support.

“I would rate the customer support a nine out of ten..”

Myra Padilla

DevOps Engineer at a comms service provider with 10,001+ employees

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“I rate the customer service technical support for Splunk Cloud Platform at seven, primarily because we have been getting answers from a Splunk POC who has been on-premises helping us out.

“However, we have had some delays in getting answers to certain issues we faced during migrations, which has taken some time and resulted in some churn to get resolutions..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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Other Advice

“My advice to others looking into using Splunk Cloud Platform is to review your data. Do not bring all data; just bring in only what you need. I would rate this product an 8..”

Verified user

Architect at a tech vendor with 10,001+ employees

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“My advice for others considering Splunk Cloud Platform is to think about what you are looking for in your company, whether you want more products and if the pricing model with on-premises is more beneficial to having more applications while managing that server. I am not familiar with the pricing model, so I cannot provide detailed information. I would rate this product an overall 8 out of 10..”

Travis Curley_

Senior Incident & Threat Responder at a media company with 1,001-5,000 employees

[Read full review](#) 

“I do not believe that our company is utilizing the AI capabilities of Splunk Cloud Platform at this point regarding its governance and security. I believe the accuracy and reliability of output in Splunk Cloud Platform is good, and it depends on what the query is and how well the query is written, and whether we are actually querying for what we are looking for.

My advice for others looking into using Splunk Cloud Platform is to make sure you learn and understand how to write efficient queries so your results load more quickly, allowing you to get the most accurate results. I would rate this review an 8..”

Verified user

Sr. Mgr, Engineering at a comms service provider with 10,001+ employees

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“Teams should evaluate their business use case and compare whether that use case can be effectively implemented with Splunk Cloud Platform.

“It's important to determine the retention period for logs and to identify high-value logs versus low-value logs; high-value logs can go directly into Splunk Cloud Platform while low-value logs can be redirected to S3, utilizing federated search with S3 for low-value log management.

“I would rate this solution a 7 overall..”

Jyoti In

principal software engineer at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“Something interesting that happened at the conference before we started is that I

went into a session not knowing what to expect, and I went into a completely wrong session. When I checked my schedule, I realized this was not where I was supposed to be.

“The session was about edge processor, and I did not know how to configure Splunk edge processor. It was a completely different session than what I had planned.

“Since I joined this organization, Splunk has been a very important tool for collecting logins and events. We have been using Splunk Enterprise for a very long time, and very recently, we migrated from Splunk Enterprise to Splunk Cloud Platform. My role has been as an end user of Splunk to see how all the migrations have been completed and everything has been done successfully. In my current role, I am responsible for creating alerts and dashboards in Splunk Cloud Platform to assist the production environment and all the monitoring in the production environment.

“We have not seen benefits right away because we have just started to migrate to Splunk Cloud Platform. We have been using Splunk Enterprise for a very long time. Splunk Enterprise has had its benefits, and now we want to migrate to cloud to see how that can help us.

“My experiences with deploying Splunk Cloud Platform are that it is relatively new for us, but I can speak about Splunk Enterprise. Splunk Enterprise has really benefited us. We have been able to do a lot of analysis by using Splunk, and we have gained a lot of insight into our applications by using it. I would rate this review at nine overall..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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“Our team has primarily been using [AWS](#) services, and the entire team has been using it for all of the seven years we have been here.

“Currently, our workloads vary from a very low client headcount early in the day to peak times during the evening hours when people are using more of the network.

“Our top priority for using [AWS](#) Cloud includes having a lot of different advantages, one of the primary ones being the serverless concept. Instead of having fixed VMs where everything is being hosted, we are now hosted on the cloud, which alleviates worries about scaling our performance at scale. There are many different advantages for which we migrated from on-premises to cloud, including avoiding issues with failovers, which has been facilitated by using AWS.

“For cloud migrations, you have to really be aware of what you need to migrate. You need to prioritize everything that you need to work with and also take into account everything that is being done step by step to ensure a smooth transition from your current on-premises resources to the cloud.

“You need to start with prioritizing what you really need to migrate, beginning with a prioritizing list. From that point on, you take small steps to migrate whatever is important, followed by migrating the less critical jobs or aspects. Once the migration is done, you verify everything to ensure that your business-critical aspects are taken care of, and you are not missing anything.

“My experiences with deploying Splunk Cloud Platform are relatively new, but I can discuss Splunk Enterprise, which has really benefited us significantly. We have been able to do a lot of analysis using Splunk, and we have gained a lot of insight into our applications through it.

“Something interesting that happened at the conference before we started is that I went into a session not knowing what to expect, and I went into a completely wrong session that was about edge processor, which is not what I intended to attend.

“When I checked my schedule, I realized this is not where I was supposed to be, and I did not even know how to configure Splunk edge processor, so it was a completely different session than what I planned..”

Haresh Nankani

Principal Engineer 1 at Charter Communications

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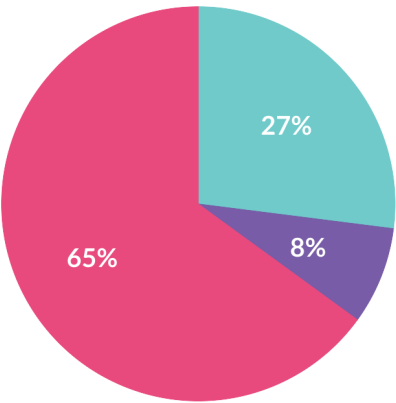
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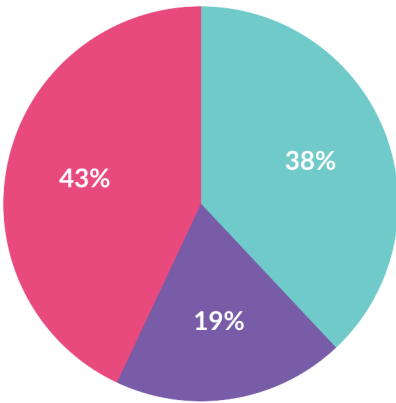


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