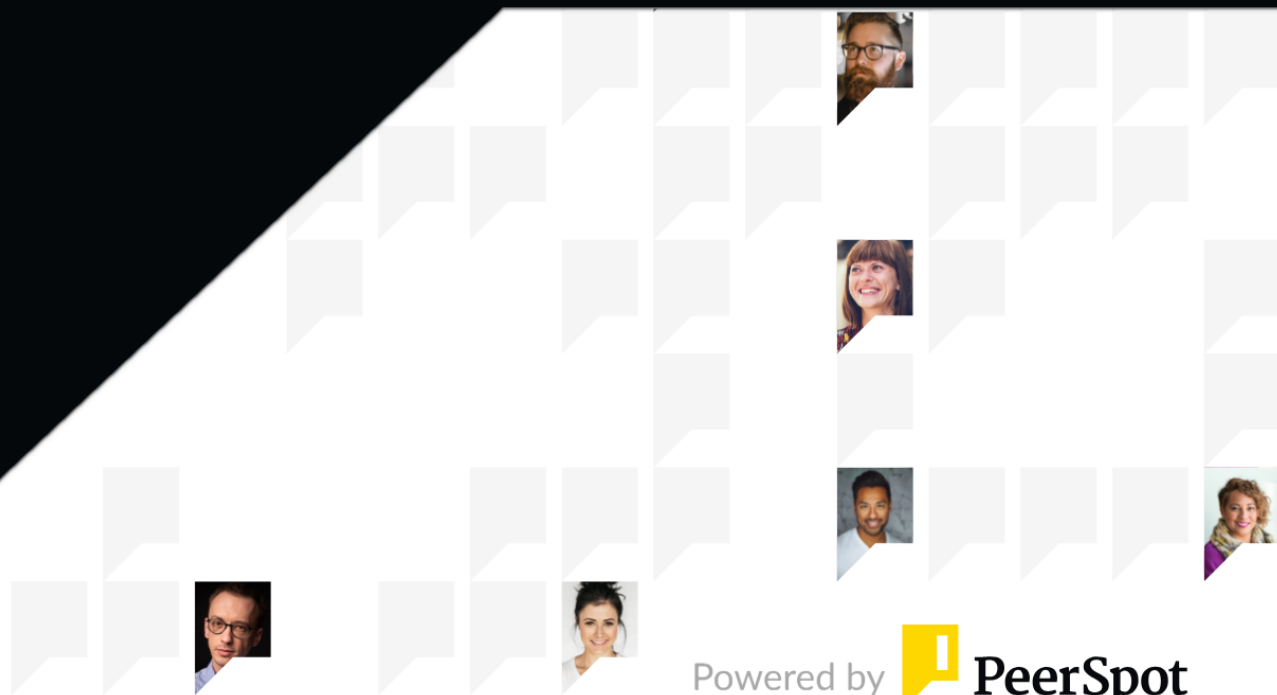




Splunk Observability Cloud

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Splunk Observability Cloud

Splunk Observability Cloud Recap

Splunk Observability Cloud offers sophisticated log searching, data integration, and customizable dashboards. With rapid deployment and ease of use, this cloud service enhances monitoring capabilities across IT infrastructures for comprehensive end-to-end visibility.

Focused on enhancing performance management and security, Splunk Observability Cloud supports environments through its data visualization and analysis tools. Users appreciate its robust application performance monitoring and troubleshooting insights. However, improvements in integrations, interface customization, scalability, and automation are needed. Users find value in its capabilities for infrastructure and network monitoring, as well as log analytics, albeit cost considerations and better documentation are desired. Enhancements in real-time monitoring and network protection are also noted as areas for development.

What are the key features?

- **Log Searching:** Efficiently search and analyze logs from various sources.
- **Data Integration:** Seamlessly integrate with multiple environments.
- **Dashboard Customization:** Tailor dashboards to specific monitoring needs.
- **Monitoring Capabilities:** Provides comprehensive insights into application performance.
- **Security Features:** Analyze and address security threats across systems.
- **Visualization Tools:** Enhance data analysis and system performance optimization.

Why consider this for ROI?

- **Comprehensive Visibility:** Gain complete insights into IT infrastructure.
- **Performance Optimization:** Improve overall system performance and efficiency.
- **Rapid Deployment:** Quick setup to meet organization demands swiftly.
- **Enhanced Security:** Strengthen security measures through detailed analytics.

In industries, Splunk Observability Cloud is implemented for security management by analyzing logs from detection systems, offering real-time alerts and troubleshooting for cloud-native applications. It is leveraged for machine data analysis, improving infrastructure visibility and supporting network and application performance management efforts.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Splunk Observability Cloud is extremely reliable and an extremely trusted source, and it has definitely gained public faith and public trust.”



Purnambica Kolavennu

Project Manager at AGRICULTURE SKILL COUNCIL OF INDIA (ASCI)

- ✓ “Previously, we faced a systematic performance lag of around twenty to thirty percent, which has now reduced to just two to five percent—an improvement we can credibly showcase to our clientele.”



Shrinkhala Singh

Deputy General Manager at Agriculture Skill Council of India

- ✓ “Splunk Observability Cloud has helped to improve not just the operational performance but also the entire enterprise platform reliability, as well as the availability of the entire platform, which has greatly increased because of it.”



Vishwanath Singh

Senior Engineer 3 at a financial services firm with 10,001+ employees

- ✓ “Splunk Observability Cloud has helped me reduce my mean time to detect, and we have worked on around 80 applications last year for one particular client, and since the MTTR has improved drastically, they have given us 245 applications, which is around 150 applications added to the previous number of applications, which is definitely a performance improvement.”



Dhananjay Dileep

Senior Software Engineer at a consultancy with 10,001+ employees

- ✓ “Splunk Observability Cloud is effective for detecting anomalies and preventing system outages.”



RahulMhatre3

Telemetry And Observability Architect at a pharma/biotech company with 10,001+ employees

- ✓ “I recommend Splunk Observability Cloud to other organizations because we are currently saving our engineers time by 20 to 30 percent, and for infrastructure alerting, we can use it to ensure that servers will not go down.”



Udit Parekh

DevOps Engineer at Veefin



“Splunk Observability Cloud has helped to improve my operational performance because it is useful for my company, helping to solve issues, reduce the manpower, and reduce the man-time to solve it.”



AmanThakkar

Software Engineer at Titanslab Inc.

What users had to say about valuable features:

“The best features Splunk Observability Cloud offers are agent observability and the AI SRE agent, which appears promising. With agent observability, I can have the agent application observe with a full-stack view, and with the SRE agent, I can perform automatic root cause analysis and deep dives. I am about to start with Splunk Observability Cloud through a proof of concept, and it looks good..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“The best features of Splunk Observability Cloud include the APM service map and real-time RUM monitoring, which track customer experiences. The service map helps understand the journey and identify pain points in services during issues. Correlating real user monitoring through RUM has significantly enhanced our understanding of customer pain points, allowing visualization of issues under APM.

“Splunk Observability Cloud positively impacts our organization by enabling us to build dashboards around customer experiences and API backend layers. Previously, there were many hops with open-source tools like Grafana and Prometheus. Now, with metrics and traces consolidated, we gain a single view for correlation, significantly reducing MTTD, enabling detection of issues in under five minutes..”

Validated user

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Industry Consultant - Manager at a tech vendor with 10,001+ employees

“The best features I have observed with Splunk Observability Cloud are the Splunk AI Observability AI assistant, which is very helpful, and the recently added AI troubleshooting for APM-related metrics. Detectors and active alerts are very helpful as well.

“I am really excited to see the new fleet management, which I have been exploring initially. Fleet management would make a bigger difference since it allows us to control and manage YAMLS across all agents, and if remote upgrades become available in the future, that will be really helpful.

“It has positively impacted my organization in terms of observing different sorts of metrics and tracing across different applications, and it is really helpful..”

Validated user

[Read full review](#) 

Observability engineeril at a comms service provider with 1,001-5,000 employees

“The best features Splunk Observability Cloud offers are the dashboards where I can view all metrics and telemetry. What I value most about the dashboards is both the visualization and customization capabilities along with the depth of data I can access from what we have gathered. I can drill down into exact details and view graphs and charts.

“Although I have not used Splunk Observability Cloud in my own organization, I use it to help my customers leverage Splunk Observability Cloud. It has been helpful for them as they transition from different platforms to Splunk, and I am able to assist them in porting to Splunk Observability Cloud and support them in making these decisions.

“My customers have benefited from moving to Splunk Observability Cloud through specific integrations with AI agents and MCP gateways, allowing them to correlate any incident directly from Splunk Observability Cloud to their DevOps agent and take action on it. A problem that previously took four to five hours is now completed automatically through Splunk Observability Cloud and DevOps SRE agent integration in just a couple of minutes.

“The metrics and outcomes from this improvement include significant reductions in incident time and mean time to resolution has decreased, freeing up engineering hours that were previously required, allowing teams to focus on other priorities..”

Prsinp Senham

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

[Read full review](#) 

“The best features Splunk Observability Cloud offers include the ability to see all the various hosts, not only private cloud but also cloud services as well.

“Having visibility across both private cloud and cloud services with Splunk Observability Cloud has benefited my work significantly, especially when trying to tell the story around particular incidents or issues and when they happen. In particular, anytime there is an adverse event that impacts the company, whether it is an infrastructure issue or a cloud issue, being able to get to root cause as quickly as possible has been extremely helpful.

“Splunk Observability Cloud has positively impacted my organization by allowing us to have visibility into the environment. Historically, that has not always been the case. Once we implemented Splunk Observability Cloud, it definitely allowed us to get to meantime to identify and meantime to detect as quickly as possible.

“Splunk Observability Cloud has helped improve my operational performance and my company's resilience. The biggest improvement is really improving uptime and reliability of the systems, getting to root cause as quickly as possible, minimizing impact as it relates to outages, and then being able to recover from those as quickly as possible..”

Validated user

[Read full review](#) 

Observably Architect at a manufacturing company with 10,001+ employees

“Splunk Observability Cloud is used for day-to-day operations and monitoring of our Azure Kubernetes environment.

“Splunk Observability Cloud monitors our Azure Kubernetes infrastructure, including our pods, nodes, and clusters in our Azure environment.

“For monitoring of Kubernetes environments, we track pod health and node health using Splunk Observability Cloud.

“Recently, Splunk Observability Cloud was used for monitoring our Kubernetes cluster. We have around 35 to 40 Kubernetes clusters. One of the pods was down and we received an alert. We investigated why the pod was failing, looked at the logs in Splunk Cloud and were able to troubleshoot the issue and resolve it soon.

“The options I refer to include getting visualization of the data. For instance, when you configure your Kubernetes clusters, those will automatically pop up, which is a pretty good feature.

“When there is an incident, we look at the dashboards. The beneficial aspect is that Splunk Observability Cloud has its own scenarios..”

Validated user

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Package Project Lead 2 at a tech vendor with 10,001+ employees

Other Solutions Considered

“I am not sure if any other options or proofs of concept have been done before choosing Splunk Observability Cloud, as it was a higher-ups decision to go with it..”

Validated user

Senior cloud and platform engineer at a healthcare company with 10,001+ employees

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“I did previously use a different solution, which I believe was a custom-made solution built in-house. The reason for switching was mainly due to cost, and not only cost, but additional resources we had to add in order to customize that solution..”

Validated user

Observability Architect at a manufacturing company with 10,001+ employees

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“I previously used an old tool called OSS that was rudimentary and utilized old industry standards, so I changed to Splunk for more modern industry standards..”

Ketan Dessai

Observability Architect at a manufacturing company with 10,001+ employees

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“We evaluated options including DataDog, Dynatrace, and Grafana plus Prometheus. DataDog is advantageous but expensive, making Splunk Observability Cloud the right fit for our budget..”

Validated user

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Industry Consultant - Manager at a tech vendor with 10,001+ employees

“We previously used a combination of Grafana and Prometheus along with Splunk Enterprise. The limitations of these tools, coupled with the introduction of database monitoring and native Splunk OTEL capabilities in Splunk Observability Cloud, drove our transition..”

Validated user

[Read full review](#) 

Industry Consultant - Manager at a tech vendor with 10,001+ employees

“I did evaluate other options along with Splunk Observability Cloud, with ScienceLogic being one of those. ScienceLogic and Splunk Observability Cloud were the two that were evaluated..”

Validated user

[Read full review](#) 

Observably Architect at a manufacturing company with 10,001+ employees

ROI

Real user quotes about their ROI:

“Time saved is definitely a factor. While I do not decide on monetary matters within the company, I can confirm that there has definitely been a time-saving aspect..”

Beena Bandwalkar

Systems Analyst at a insurance company with 10,001+ employees

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“At this moment, Splunk Observability Cloud has not helped improve my operational performance or my company's resilience. I have not yet seen a return on investment from Splunk Observability Cloud..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

[Read full review](#) 

“My experience with lowering the cost of unplanned digital downtime using Splunk Observability Cloud has been positive, as we've been able to lower our mean time to resolution and make sure that we are resilient and quickly recover from disasters..”

Validated user

Enterprise Account Engineer at a tech vendor with 10,001+ employees

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“There is a return on investment in terms of time saved. Traditional debugging required multiple interfaces and hours of effort, while now, with Splunk Observability Cloud, MTTD has decreased significantly, reducing investigation times from several hours to a maximum of thirty minutes..”

Validated user

Industry Consultant - Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

“I have seen a return on investment in terms of time saved. I don't have hard numbers, but using the MCP server has saved me a ton of time. I'm able to multitask and do some work on the side while querying Claude to pull data and traces, which comes back to me rather than me having to manually do it and have that take my full attention..”

Jeremy Fields

Senior Platform Engineer at a tech vendor with 11-50 employees

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“I cannot say whether I had a return on investment. The return on investment is probably mostly tied to operational efficiencies that I discussed before. I cannot say I have seen a reduction in employees needed. I do have to have added additional resources to actually help support observability and Splunk Observability Cloud, but most of my efficiencies have come in being able to identify and detect issues when they happen..”

Validated user

Observably Architect at a manufacturing company with 10,001+ employees

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Use Case

“My main use case for Splunk Observability Cloud is infrastructure monitoring in the cloud.

“An example of how I use Splunk Observability Cloud for infrastructure monitoring is mainly infrastructure alerts, in particular virtual machines, when there is a degradation in the system or an alert or event. Splunk Observability Cloud actually surfaces those..”

Validated user

[Read full review](#) 

Observably Architect at a manufacturing company with 10,001+ employees

“I started using Splunk Observability Cloud approximately one to two months ago. My main use case for Splunk Observability Cloud is for cloud-native workloads and OpenTelemetry. I am using Splunk Observability Cloud for Kubernetes workloads, and with OpenTelemetry, I want to determine if I can have the open source enabled..”

Prasanth Madhavan

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Head of Observability at a financial services firm with 5,001-10,000 employees

“Splunk Observability Cloud's main use case for my organization is related to infrastructure monitoring, application monitoring, synthetic monitoring, and detection across all of them, while simultaneously gearing up for real user monitoring.

“In my day-to-day work, I develop different sorts of dashboards across Splunk Observability Cloud, build different sorts of synthetic test detectors and alerting criteria for different requirements and KPIs, and occasionally onboard new agents and collectors over Splunk Observability Cloud. It covers everything..”

Validated user

[Read full review](#) 

Observability engineeril at a comms service provider with 1,001-5,000 employees

“Splunk Observability Cloud is primarily used for expanding APM and IM monitoring, correlating metrics, traces, and logs for better insights, and reducing MTTRs and MTTDs. In the SRE space, especially for digital mobile technology, it is set up to gather metrics and traces from applications. The RUM component is used to understand customer behavior, with traces and metrics ingested via the Splunk OTEL collector and RUM embedded through the Splunk RUM SDK. Dashboards have been built on this data to enhance correlation.

“The main use case is seeing the correlation of metrics, logs, and traces in a single pane of glass, which we have successfully achieved..”

Validated user

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Industry Consultant - Manager at a tech vendor with 10,001+ employees

“My main use case for Splunk Observability Cloud is tracking details for AI agent spending that has been occurring in recent days. My goal is to break down these spends and understand where tokens go, who consumes them, and how to maximize this usage.

“Splunk Observability Cloud helps me track and break down AI agent spending through a framework I have built where I map all LLM calls to OTel collectors and then send them to Splunk Observability Cloud, adding team names, team tags, environment, and related information. This helps us track how much work has been completed, how it is being used, and if there is any possibility of an agent going out of control, we can detect it and stop it.

“I am looking forward to more releases for Splunk Observability Cloud for AI agents through this conference..”

Prsinp Senham

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

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“Splunk Observability Cloud is used for day-to-day operations and monitoring of our Azure Kubernetes environment.

“Splunk Observability Cloud monitors our Azure Kubernetes infrastructure, including our pods, nodes, and clusters in our Azure environment.

“For monitoring of Kubernetes environments, we track pod health and node health using Splunk Observability Cloud.

“Recently, Splunk Observability Cloud was used for monitoring our Kubernetes cluster. We have around 35 to 40 Kubernetes clusters. One of the pods was down and we received an alert. We investigated why the pod was failing, looked at the logs in Splunk Cloud and were able to troubleshoot the issue and resolve it soon..”

Validated user

[Read full review](#) 

Package Project Lead 2 at a tech vendor with 10,001+ 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.

“I was not involved in any discussions about pricing, setup cost, or licensing for Splunk Observability Cloud, so I have very minimal experience with that..”

Validated user

[Read full review](#) 

Senior cloud and platform engineer at a healthcare company with 10,001+ employees

“The pricing, setup cost, and licensing for Splunk Observability Cloud were reasonable for the features provided, and the initial setup was straightforward while the licensing model was manageable for our organization..”

Chetan-Jadhav

[Read full review](#) 

network engineer at a tech services company with 11-50 employees

“The experience with lowering the cost of unplanned digital downtime using Splunk Observability Cloud shows that while managing critical incidents in the past few weeks, it has helped reduce downtime by providing timely detections using the AI detection-driven mechanism..”

Harshal Pachpande

Security Operation Consultant at SecurView

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“I cannot say whether I had a return on investment. The return on investment is probably mostly tied to operational efficiencies that I discussed before. I cannot say I have seen a reduction in employees needed. I do have to have added additional resources to actually help support observability and Splunk Observability Cloud, but most of my efficiencies have come in being able to identify and detect issues when they happen..”

Validated user

Observably Architect at a manufacturing company with 10,001+ employees

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“Regarding deployment, it's quite simple; I don't see any difficulties.

“As for time frames, it depends on the environment, but I would say if it's a very simple environment, it would be a few hours. For us, it's always days because it's a very large environment..”

Sathis-Kumar

Senior Manager at Bank of America

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“The initial setup and deployment part of Splunk Observability Cloud is complex; it is not straightforward.

“To set it up in a professional way, as an enterprise would, requires a lot of professional hands.

“It is not as easy as just installing and being ready to use.

“To make the best use of it, everything has to be standardized..”

Vishwanath Singh

Senior Engineer 3 at a financial services firm with 10,001+ employees

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Customer Service and Support

“The customer support for Splunk Observability Cloud is excellent. I would rate the customer support of Splunk Observability Cloud a nine on a scale of one to ten..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“I have not used customer support, but the people I've interacted with here today at the conference have been great, so I can imagine it's more of the same..”

Jeremy Fields

Senior Platform Engineer at a tech vendor with 11-50 employees

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“Splunk Observability Cloud's customer support could be better as I think response times are pretty slow compared to the Splunk Cloud product. I would rate Splunk Observability Cloud's customer support a three out of ten..”

Ketan Dessai

Observability Architect at a manufacturing company with 10,001+ employees

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“Customer support is good. The product team always has open arms for any of the newer features that we would like to request. They take feature requests in a constructive way. Whenever there are newer features that we would like Splunk Observability Cloud to have, they consider them. The generic Splunk vendor support is also good..”

AnonymousUser4991

Senior O11Y Engineer at a comms service provider with 1,001-5,000 employees

[Read full review](#) 

“Customer support has been great with Splunk Observability Cloud. The Splunk system team has always been there whenever there is an issue or problem. They have actually been very helpful in resolving those issues.

“I would rate the customer support for Splunk Observability Cloud a 10..”

Validated user

Observably Architect at a manufacturing company with 10,001+ employees

[Read full review](#) 

“The customer support for Splunk Observability Cloud is thorough and gave me everything I needed to make sure I was well supported.

“On a scale of one to ten, I would rate the customer support for Splunk Observability Cloud a nine..”

Validated user

Enterprise Account Engineer at a tech vendor with 10,001+ employees

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Other Advice

“Splunk Observability Cloud is a good product and one of the major products when it comes to observability. They provide us with a better template to prepare. I would rate this review an 8 out of 10..”

Validated user

Observability engineeril at a comms service provider with 1,001-5,000 employees

[Read full review](#) 

“My advice to others looking into using Splunk Observability Cloud is to clearly define your use cases and your intent, and then gradually work towards those. I would recommend not trying to take on too much at one time. Instead, take on small use cases at a time and then build on those. Then probably the last thing is to continue to go back and check to make sure Splunk Observability Cloud is actually meeting its intent and its need and actually capturing the right signals for your organization. I would rate this product a 10..”

Validated user

Observably Architect at a manufacturing company with 10,001+ employees

[Read full review](#) 

“My advice to others looking into using Splunk Observability Cloud is that the tool appears promising, so I recommend pursuing it. Splunk Observability Cloud is still in its early days, and I need to see how it works over time. I am positioning Splunk Observability Cloud to be one of the bigger drivers for full-stack observability, and it is very important for my organization that it has end-to-end visibility into my cloud-native environments. My impression of Splunk Observability Cloud's out-of-the-box dashboards and detectors is that the visualization looks excellent, and the implementation is straightforward. I would give this product a rating of nine out of ten..”

Prasanth Madhavan

Head of Observability at a financial services firm with 5,001-10,000 employees

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“Splunk Observability Cloud has helped reduce mean time to detect (MTTD) and mean time to resolution (MTTR) has decreased from hours to minutes because of the integration available with other AI agents as an MCP.

“It is very important for my customers that Splunk Observability Cloud provides end-to-end visibility into their cloud native environments. Having this visibility helps them avoid relying on multiple third-party products and maintain a comprehensive product portfolio.

“I assess Splunk Observability Cloud as an effective solution for helping organizations scale and it provides better support through various levels.

“My advice for others considering Splunk Observability Cloud is to look at the full suite of products, not just Splunk Observability Cloud itself. Splunk offers many other solutions including security, [SIEM](#), and other capabilities, so it is worth exploring the complete portfolio. I would rate this solution an eight out of ten..”

Prsinp Senham

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

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“Whenever I go to Splunk Observability Cloud platform, the first thing I do is go to infrastructure. I look for Kubernetes, I look for pod health, and node health.

“The first thing I do is look out for the Azure Kubernetes cluster. I have 35 to 40. I look at one to see how the pods, nodes, and everything is happening.

“Whenever there is a health problem with the pod or node, I am able to find out that it is having some problem and I am able to view it.

“Splunk Observability Cloud is deployed in a hybrid environment in my organization.

“We use Azure as the cloud provider in our hybrid environment.

“I did not purchase Splunk Observability Cloud through the [AWS Marketplace](#).

“My overall review rating for this product is 6 out of 10..”

Validated user

[Read full review](#) 

Package Project Lead 2 at a tech vendor with 10,001+ employees

“My advice for those considering Splunk Observability Cloud is to ensure readiness in terms of data and integrations; simply using it for APM will not yield significant benefits. It is important to have a well-prepared OTEL strategy and to use RUM for its exceptional correlation capabilities.

“Splunk Observability Cloud will help our organization scale over time, particularly with features related to database monitoring. SRE adoption and technical teams, such as DBAs, will benefit from more depth in database monitoring. Expanded adoption of Splunk Observability Cloud is due to its significant advantages.

“It is very important for our organization that Splunk Observability Cloud offers end-to-end visibility into our cloud-native environments. Comprehensive

visibility through improved adoption can significantly enhance operations.

“We encountered significant challenges implementing Splunk AI assistant in the bank due to governance and security procedures. The absence of a BYOK model raises concerns about data exposure outside the environment.

“We have not yet used Splunk AI capabilities in a production environment, so from our test environment perspective, we cannot assess accuracy until we implement AI capabilities in production. I would rate this review an eight out of ten..”

Validated user

Industry Consultant - Manager at a tech vendor with 10,001+ employees

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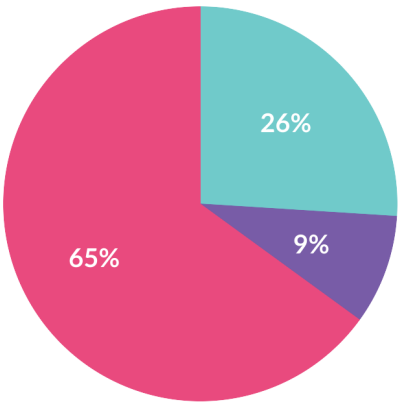
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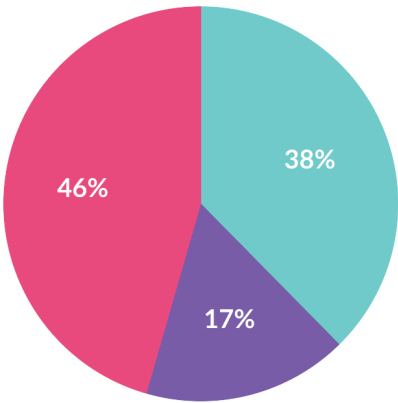


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise

 Midsized Enterprise

 Small Business

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