

Apromore Increases Efficiency by 400% to Bolster Security and Proactively Prevent Outages

Key Challenges

Manual data collection and analysis processes made it time-consuming for Apromore to stay ahead of security threats, avoid downtime and safeguard critical business transactions.

Key Results

With Splunk, Apromore teams have centralized, automated data analytics at their fingertips — boosting efficiency 400% and enabling proactive security management and uptime.



Industry: Online Services

Solutions: Security, Infrastructure Monitoring, Application Performance Monitoring, Platform

To thrive in today's ever-evolving threat landscape, security can't be an afterthought.

Apromore knows that proactive risk management is key to keeping its clients' data safe. The Melbourne-based global provider of process mining and AI-driven analytics software constantly monitors potential security threats and system issues as it helps clients around the world achieve operational excellence. To deliver on this promise, Apromore teams across the organization are committed to preventing issues from happening in the first place.

Yet manual log management and analysis hindered Apromore's ability to truly get ahead of security threats and system outages. After a thorough vendor vetting process, the company chose to partner with Splunk. Now with automated log management via Splunk's unified security and observability platform, the Apromore team can proactively secure its clients' data — ensuring it can tackle whatever new threats lie ahead.

Observability for stronger security and a better customer experience

"Logs are the source of truth for any digital system," says Marlon Dumas, Apromore's CPO. "Effectively analyzing logs from diverse systems is vital to navigate the ever-changing threat landscape and prevent potential outages." The Splunk platform serves as a central log storage and analytics repository, helping Apromore's security and infrastructure teams easily run instant queries on log data from across its diverse systems. And with real-time data from across the company displayed on intuitive Splunk dashboards, teams can proactively secure systems.

"With Splunk, we have real-time data into every incident on a single pane of glass — this observability is foundational to creating a secure and consistent customer experience," Dumas says.

Outcomes

400%
faster log management

Proactive
troubleshooting to prevent problems before they become outages

Heightened
efficiency due to simplified incident management

Unlocking new efficiencies and better ways to collaborate

By automating repetitive manual log searches across multiple cloud regions, Splunk significantly boosts team efficiency — freeing up analyst time to proactively mitigate threats. “The Splunk platform has made our log analysis four times faster — and more accurate,” says Sujeet Rane, Cyber Security Lead. “And with different teams accessing the same data, we’re making it easier to foster collaboration across the organization.”

Smart and intuitive visualizations allow users to view information in their own preferred ways, make quick decisions based on real-time data and insights, and report on those decisions and security posture to the leadership team. The security team is able to quickly sift through logs across multiple systems to prevent security incidents, and if a security breach does occur, the infrastructure and support team is able to see across multiple systems to resolve issues fast. This enhanced approach to security gives the leadership team peace of mind that systems will stay up and running while keeping sensitive data safe.

Enabling sustainable growth and scale

Splunk remains a true partner to Apromore as the company plans for future growth. “Not only is the platform accessible, scalable and flexible right out of the box, the customer support we get from Splunk is exceptional,” says Rane. “The Splunk team worked very closely with us to understand our requirements right from the start and implemented Splunk quickly — and thoughtfully.”

Apromore is actively expanding Splunk solutions into other use cases across the company as it looks towards a secure, successful future for itself and its clients.



With Splunk, we have real-time visibility into every incident on a single pane of glass — this is foundational to creating a secure and consistent customer experience.”

Marlon Dumas, Chief Product Officer,
Apromore

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