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Gatwick Airport Relies on Splunk Cloud to Enhance Performance and Collaboration

SAN FRANCISCO & LONDON--(BUSINESS WIRE)-- [Splunk Inc.](#) (NASDAQ:SPLK), provider of the leading software platform for real-time Operational Intelligence, today announced that Gatwick Airport is using Splunk® Cloud to monitor key performance criteria and enhance the passenger experience. The busiest single runway airport in the world uses Splunk solutions to analyze data from airport systems and services, transit services and customer data to optimize each step of the customer journey. For example, Gatwick uses Splunk Cloud to help meet and exceed its target of processing 95 percent of passengers through security in five minutes or less. Using Splunk Cloud since 2014, the airport has improved collaboration with airlines, ground handlers and air traffic control to closely monitor key passenger performance criteria. Learn more about how Gatwick Airport uses insights from Splunk Cloud to streamline operations by reading the [case study](#), watching the [video](#) or listening to the [webinar](#).

Gatwick Airport serves more than 220 destinations in 80 countries for more than 42 million passengers a year. The airport is also a major economic driver for the United Kingdom, generating about 21,000 jobs at the airport and an additional 10,000 jobs through related activities.

"Splunk Cloud enables our teams to closely monitor real-time performance through an easy to use dashboard which plays an important role in the smooth running of the airport," said Chris Howell, head of business systems, Gatwick Airport. "By monitoring a wide range of passenger information and performance data, our teams are able to stay ahead of the game and effectively deploy resources in real time to deliver an enhanced service for our passengers."

Gatwick Airport is using Splunk Cloud to analyze and optimize each step of the customer journey - from scanning a boarding pass to the speed at which the trays go through the x-ray. Gatwick also correlates data from its own systems, social media activity, the Highways Agency and Network Rail to predict passenger flow ahead of time. The airport is now able to dynamically change its crew breaks, or call in more resources to meet demand and get passengers through to departures as quickly as possible.

"Gatwick Airport is the model for airports worldwide, and ultimately, any venue looking to maximize efficiency while keeping customers happy," said Shay Mowlem, vice president of product marketing, Splunk. "Innovative organizations see machine data as a strategic asset to gain a competitive advantage through digital transformation. In this case, Gatwick is able to drive efficiencies by correlating flight schedules, passenger movements, ground team information and other operations data. It's an exceptional story of innovation through analytics, and we are pleased Splunk Cloud can be the platform to help enable this kind of transformative change."

Learn more about [Splunk cloud solutions](#) on the Splunk website and [try Splunk Cloud with a free trial](#).

About Gatwick Airport

Gatwick Airport is the UK's second largest airport and the most efficient single-runway airport in the world. It serves more than 220 destinations in 80 countries for more than 41 million passengers a year on short and long-haul point-to-point services. It is also a major economic driver for the South East region, generating around 21,000 on-airport jobs and a further 10,000 jobs through related activities. The airport is south of Central London with excellent public transport links, including the Gatwick Express, and is part of the Oyster contactless payment network. Gatwick Airport is owned by a group of international investment funds, of which Global Infrastructure Partners is the largest shareholder.

For further information on Gatwick Airport see www.gatwickairport.com or follow us on Twitter at www.twitter.com/Gatwick_Airport

About Splunk Inc.

Splunk Inc. (NASDAQ:SPLK) is the market leader in analyzing machine data to deliver Operational Intelligence for security, IT and the business. Splunk® software provides the enterprise machine data fabric that drives digital transformation. More than 12,000 customers in over 110 countries use Splunk solutions in the cloud and on-premises. Join millions of passionate users by trying Splunk software for free: <http://www.splunk.com/free-trials>.

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