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## Surrey Satellite Technology Improves IT Service Levels with Splunk ITSI

### *Splunk Software Ensures Availability of Academic and Industrial Research Services for Leading Commercial Satellite Provider*

LONDON & SAN FRANCISCO--(BUSINESS WIRE)-- [Splunk Inc.](#) (NASDAQ: SPLK), provider of the leading software platform for real-time Operational Intelligence, today announced that Surrey Satellite Technology is using Splunk® Enterprise and Splunk IT Service Intelligence (Splunk ITSI) to understand the impact of its technology infrastructure on business performance. The UK-based provider of satellites to the telecoms, navigation and scientific industry can now proactively identify problems that could result in downtime, ensuring the research team can maintain productivity. Discover how Surrey Satellite Technology has enhanced the performance and security of its IT services by reading the [case study](#) or watching the [video](#).

Surrey Satellite Technology (SSTL) is the world's premier provider of operational and commercial satellites and intends to change the economics of space by making it more affordable to send satellites into orbit.

"The Service Health Score established in Splunk ITSI has been instrumental in improving our business by giving us granular visibility into our IT services," said Daniel Nye, chief technology officer, Surrey Satellite Technology. "Previously if we had an issue with one part of our infrastructure, such as the document management system, there were related issues across the rest of our infrastructure. Splunk ITSI has helped us to isolate problems and quickly address them with minimal impact on employees, ensuring we are continually improving our services."

Splunk Enterprise is also being used to centrally store, index and provide insight into a range of security-relevant data sources, allowing SSTL to rapidly search data and establish alerts in a way that was not possible previously. This has improved the organization's ability to identify suspicious patterns that might point to security threats, with alerts established to recognize anomalies such as employees logging in at work when they have not swiped into the office.

"Launching commercial satellites into space in record time is a massive challenge on its own, let alone using a data driven approach to manage the corresponding IT services," said Rick Fitz, senior vice president of IT markets, Splunk. "By using Splunk ITSI to place Operational Intelligence at the heart of its decision making process and building a high performance team around it, Surrey Satellite Technology has reinforced its position as a leader in the satellite industry and progressed its mission to change the economics of space."

### **About Surrey Satellite Technology**

Surrey Satellite Technology Ltd (SSTL) was formed in 1985 as a spin-out company from the University of Surrey to transfer the results of its research into a commercial enterprise. The growth of the company has accelerated, and our innovative approach to the design, build, test and operation of spacecraft has propelled SSTL to the forefront of the small satellite industry - today we are the supplier to 40% of the world's small satellite exports market. In 2009 Airbus bought a 99% shareholding in the company from the University of Surrey, allowing us to fulfil our growth potential. SSTL is now an independent company within the Airbus Defence and Space group.

### **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 13,000 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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