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Splunk IT Service Intelligence Helps Molina Healthcare Deliver Innovation to Patients

SAN FRANCISCO--(BUSINESS WIRE)-- Splunk Inc. (NASDAQ: SPLK), provider of the leading software platform for real-time Operational Intelligence, today announced Molina Healthcare Inc. uses Splunk® IT Service Intelligence (Splunk ITSI) to help provide faster, more reliable health care services for its customers. The analytics capabilities and visualizations in Splunk ITSI enable Molina to streamline stakeholder communication across the organization. Molina's leadership team uses the insights provided by ITSI to make data-driven decisions about its IT services infrastructure, ensuring prioritization of innovative solution delivery and resulting in a reduction of IT incidents by 500 percent and mean time to resolution by 150 percent.

Molina Healthcare, a Fortune 500 company, arranges the delivery of managed health care services under the Medicaid and Medicare programs to serve 4.2 million individuals and families across the United States and the Commonwealth of Puerto Rico.

"With Splunk ITSI, our IT team now effortlessly helps our members receive access to more customized services to better meet their health care needs. We can do this by quickly troubleshooting and collaborating to analyze actionable data that is easily visualized, classified and applied back to our members," said Ben Gordon, vice president of enterprise infrastructure services, Molina Healthcare Inc. "The health care industry has experienced an explosion of data. With the powerful analytics built into Splunk ITSI, we have more insight than ever before into our members' preferences. Splunk ITSI helps simplify the way we run the organization."

Service outages and performance issues in health care have a significant negative impact on customer experience, service delivery and patient satisfaction. Molina Healthcare's legacy monitoring tools lacked the capabilities to effectively monitor and troubleshoot its critical services, resulting in the team having to spend valuable time and resources dealing with issues. Molina Healthcare uses the innovative Glass Table feature in Splunk ITSI to visualize the flow of key business processes including user interactions as well as the real-time performance and health of critical systems. The Glass Table visualizations provide a custom view of Molina Healthcare's business processes and IT infrastructure mapped to enterprise critical KPIs, enabling employees around the company to share the same view and use the same vocabulary for IT management and troubleshooting.

"Molina Healthcare has improved its member experience and can better utilize IT resources with Splunk ITSI," said Rick Fitz, senior vice president of IT Markets, Splunk. "Existing monitoring solutions challenge the ability of health care providers to provide high-quality and cost-effective care by creating silos among key stakeholders. Health care companies experiencing an explosion in machine data use Splunk to make customer-driven decisions with their data."

Watch the Molina Healthcare video and read the Molina Healthcare case study to learn more about how the company leverages Splunk ITSI, and visit the Splunk website to learn more about Splunk solutions.

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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