



## **CONSIST PROJECT REFERENCE**

### *Update with the Splunk experts*

#### **The story in brief**

The client: a leading information service provider in Germany with 14 sites and around 2,000 members of staff. The company sees itself as a partner for business communication and offers comprehensive solutions for document processing and logistics in the fields of output management, input management, and letter shop.

Rising cost pressure and increased demands on quality and security in data transmission are prompting companies and institutions in particular to use the information service provider's offering for processing digitized sensitive information in customer traffic. The extent of this can be gauged from some of the company's references. For example, there are millions of contracts that require the necessary forms to be sent out and validated once a year. Or there was the case of 130 land registry offices for which a web-based conversion to electronic land register processing was carried out, including the ability to process via



third parties (e.g. notaries).

It was a case for Splunk, the specialist for handling complex and sensitive mass data environments. That is why the company opted for this innovative big data platform more than 10 years ago. The Splunk architecture behind it is correspondingly large, and it now requires extensive updates. Splunk experts from Consist were called in to ensure that this could be done as quickly as possible and without restricting the productive and customer environments. In addition to the ver-

sion update, it was also necessary to install a VMware app for two environments – during ongoing operations and in line with strict compliance requirements.



### The task

- ◆ Health check to determine the system status before the upcoming update
- ◆ Splunk version update
- ◆ Integration of the VMware app into the customer's infrastructure – enabling autonomous server monitoring of hardware utilization and virtual machine performance
- ◆ Troubleshooting for the company's requirements list

### The challenge

- ◆ Large test, production, and customer environments that required an update process without long downtimes, especially for the production and customer environments
- ◆ Special compliance requirements with regard to the operating system
- ◆ Problems with non-deployed universal forwarders on Windows servers (new virtual servers were previously installed without forwarders)
- ◆ Distribution of the data to just two indexers without clustering function

### The solution with Consist

- ◆ Update of the Microsoft Infrastructure App to implement all IT Ops topics in Windows environments and ensure consistently good performance
- ◆ Smooth implementation based on the agreement of suitable update windows in the runbook
- ◆ Advice on architecture design, in particular extension to a distributed Splunk architecture (as part of the normal Splunk Enterprise solution)
- ◆ Integration of the Splunk Indexer Cluster to avoid data loss if one of the two indexers fails
- ◆ Documentation of the Consist implementations in terms of knowledge transfer and best practices
- ◆ Integration and optimization of various free Splunk apps
- ◆ Renewal of SSL certificates (for communication within Splunk)

### Technologies used for data processing

- ◆ Splunk Enterprise
- ◆ Various "free" Splunk apps
- ◆ VMware app for Splunk for server virtualization and monitoring

- ◆ Windows Server operating systems
- ◆ VMware / ESXi
- ◆ Red Hat Enterprise Linux

### Particular strengths of Consist

- ◆ Comprehensive knowledge of big data technologies
- ◆ Largest pool of Splunk experts in the German-speaking region
- ◆ Efficient, technologically-sound implementation of the project on time and within budget
- ◆ Very good communication between the customer's project participants and Consist

### Customer benefits

- ◆ Increased performance of the Splunk environments
- ◆ Knowledge transfer and best practice through Consist documentation of the implementations

**CONSIST**  
Business Information Technology

**We do IT  
for you.**

#### Your contact:

**Asmus Hammer**  
hammer@consist.de

+49 431 3993-637

**Consist Software Solutions GmbH**  
Christianspries 4, 24159 Kiel  
www.consist.de