

Real Results from Real Customers

Splunk for Financial Services

Splunk helps financial services institutions break down physical and digital silos to support important outcomes:

- 4 Delivering secure open banking
- 9 Reducing financial crime and fraud
- 15 Staying ahead of compliance

DevOps

Fraud

Bank

Compliance

Security Operations Center

ITOps

The global economy depends on digital resilience

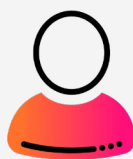
Much of the world depends on financial service institutions staying up and running — despite escalating disruptions. The resilience of financial digital systems is critical to meeting the needs of both an expanding attack surface and increasing customer demand for third-party integrations and modern banking experiences.

Leading financial services institutions are making the enterprise more resilient with a proactive approach backed by a unified security and observability platform. They're analyzing and using data faster and more effectively to help deliver seamless customer experiences at a global scale, while staying in compliance with evolving regulations.

2.5x

Investing in observability has proven significant value. On average, financial organizations report an annual ROI of 2.5x.

See how our clients use Splunk to:



Know the customer better and deliver enhanced open banking experiences.



Detect, investigate, and respond to security incidents and financial crime to protect the organization's balance sheet and reputation.



Keep complex systems up and running while complying with regulations.



Deliver elevated open banking — and protect customer data

Open banking is a game changer for the competitive climate of financial services — and the threat landscape. Allowing third-party developers to access financial data in traditional banking systems opens banks up to security vulnerabilities, performance issues, and system complexity.

Splunk helps financial organizations deliver better banking experiences safely by analyzing business and technical data faster and more efficiently. With Splunk, you can operationalize open banking data and gain visibility across the entire open banking lifecycle — including any environment and any stack.

53%

of U.S. banks are prioritizing the development of APIs that will allow other financial institutions to access their data

With sophisticated baselining, risk scoring, and modeling features, Splunk enables institutions to quantify and understand the inherent risks in open banking with unparalleled precision. This insight empowers you to make informed decisions and stay one step ahead in this complex landscape.

These use cases help our customers make open banking a reality:

- API monitoring and integrity
- Payments and monitoring
- Infrastructure resilience
- Security resilience
- Fraud detection

Read on for a few examples of how our financial services customers deliver on the promise of open banking to enhance customer experiences.



DELIVERING SECURE OPEN BANKING

DANA builds resilience and resolves incidents up to 90% faster with Splunk observability

Millions of Indonesians use the DANA digital payment platform, making it one of the largest e-wallet providers in the country. But reactive, fragmented monitoring made it difficult for DANA to ensure service availability across its distributed microservices-based applications in a fast-paced digital payment environment.

Thanks to full-fidelity observability from Splunk, DANA has increased business resilience with proactive troubleshooting, faster incident resolution, higher availability, and better service quality. DANA now quickly identifies anomalies that once took hours — or even days — to uncover, while also proactively preventing the same problems from happening in the future.

Read the story



Splunk products

Splunk Observability Cloud

Splunk Application Performance Monitoring (APM)

Splunk Infrastructure Monitoring (IM)

70-90%

faster recovery from incidents

Uptime

better uptime and more resilient systems with full-fidelity data ingest and near-instant anomaly detection that once took hours or days

Collaboration

higher productivity and collaboration across teams thanks to seamless monitoring, troubleshooting, and resolution workflows

DELIVERING SECURE OPEN BANKING

2C2P secures global payments and optimizes its cloud environment

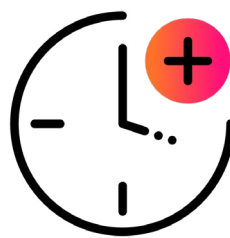
2C2P provides global businesses with a robust payment platform that accepts more than 250 payment methods with a network that spans across 400,000 physical touchpoints. The company had difficulties getting a holistic view of its log management operations, which affected its ability to secure cloud operations and comply with Amazon Web Services (AWS) regulatory requirements.

With Splunk real-time log analytics, 2C2P gained full visibility into cloud assets, facilitated regulatory compliance on AWS, and automated troubleshooting for cloud operations — improving both system health and customer satisfaction. Thanks to insight-rich dashboards in Splunk, teams can quickly spot and respond to vulnerabilities and inefficiencies in cloud deployments.

Read the story



speeds log data analysis for incident investigations to fulfill cybersecurity protection obligations and comply with data protection laws



accelerates issue investigation from hours to minutes, relieving time-consuming complexity and allowing 2C2P to focus on its core business



unifies view of AWS Cloud operations, allowing teams to quickly spot and respond to security vulnerabilities and performance inefficiencies



Splunk products

Splunk Observability Cloud

Splunk Enterprise Security

Splunk Enterprise

DELIVERING SECURE OPEN BANKING

Novuna increases uptime to deepen trust with millions of customers

Novuna, one of the UK’s leading finance providers, needed to evolve its security capabilities to safeguard customer data, as well as ensure the reliability of its services as it supports customers through rapid change. Novuna is able to deliver financial solutions that customers can trust with even greater confidence through lowering downtime and proactively mitigating threats.

Novuna originally used the Splunk platform for application performance monitoring. It then adopted Splunk as its Security Information Event Management (SIEM) to manage security analytics and threat intelligence from one platform, enabling deeper IT and information security (IS) collaboration and helping teams better identify potential cyber threats. Novuna also streamlined costs and workflows by using Splunk SOAR to automate the first stage of alert analysis. And with Splunk Cloud, Novuna promptly receives alerts about any configuration issues, addresses gaps, maintains patching, and enhances its overall service offering.

Read the story

Novuna

\$500,000

cost savings (in eight months) from licensing savings, increased user efficiency, and reduced on-call hours for its teams

80,000

security events managed, controlled, and contained by Splunk SOAR

3 years

of manual event logging time saved by automating the first stage of alert analysis using Splunk SOAR

Splunk products

Splunk SOAR

Splunk Enterprise Security

Splunk Cloud Platform

DELIVERING SECURE OPEN BANKING

Tide detects and responds to threats 5x faster with Splunk SOAR

The U.K. financial business platform Tide maintains a mobile-first model that puts secure account access where it belongs — anywhere the customer is. As it grew, the company needed to expedite threat detection and incident response so it could maintain a high level of security.

With Splunk, Tide sped up security threat investigations and automated incident responses — increasing team efficiency and creating a safe, convenient experience for its more than 470,000 customers.

Read the story



Splunk products
Splunk SOAR
Splunk Enterprise Security
Splunk Cloud Platform

Detect, investigate, and respond to reduce financial crime and fraud

Ever since payments first began flowing across websites in the 1990s, fraudsters have targeted online victims. As digital payment channels proliferated — from early digitized payments to the emergence of mobile payments, cryptocurrency, peer-to-peer payment systems, and new national payment systems — the number of potential targets has grown exponentially.

Splunk provides powerful data aggregation and correlation capabilities to help identify anomalies and potential threats. With Splunk, organizations can operationalize financial crime and fraud data by ingesting and extracting information from various sources, allowing them to monitor and search for suspicious activities across the entire organization.

94%

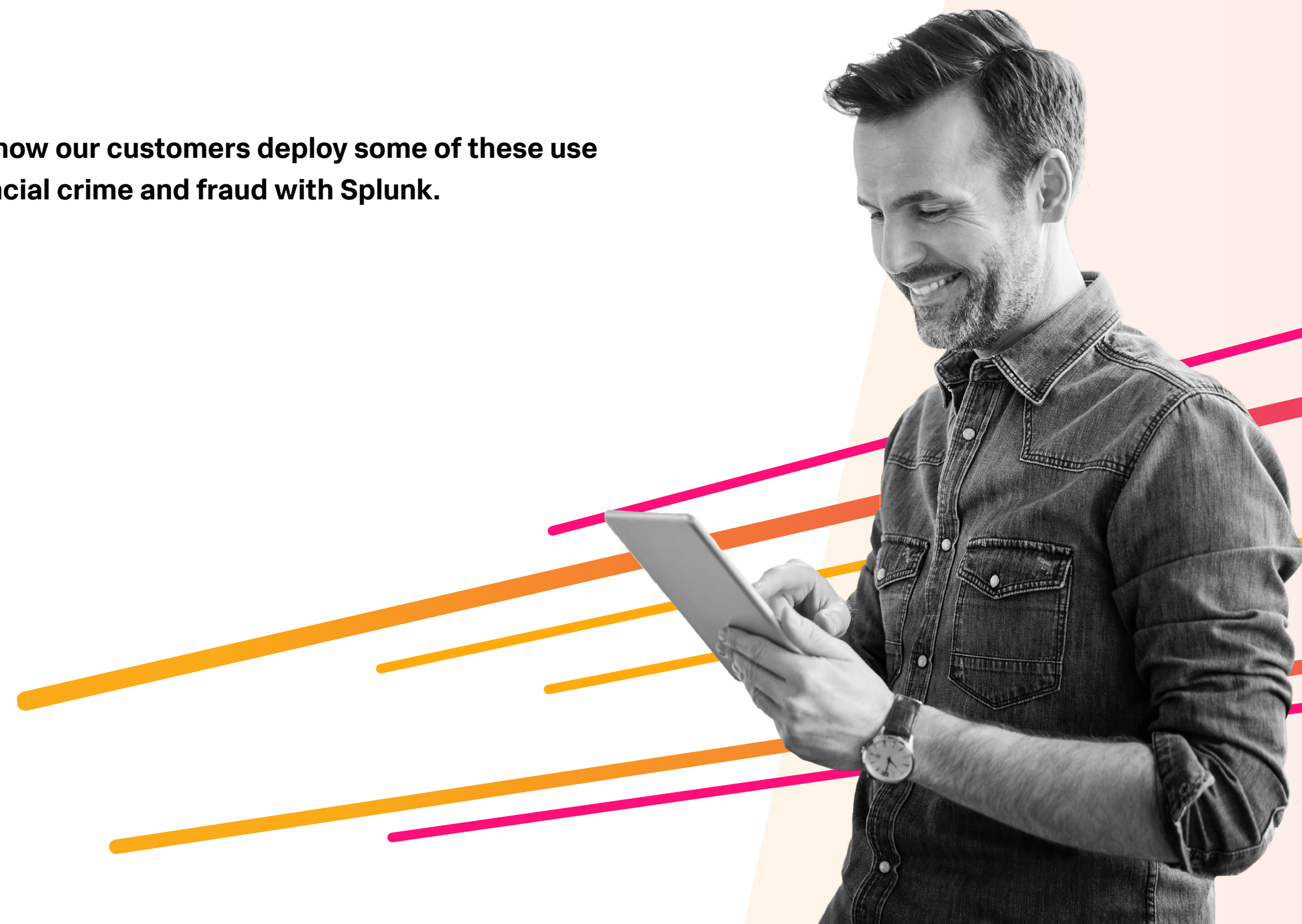
of financial services CISOs were concerned about their personal liability for cybersecurity incidents — including fraud

For financial institutions, the cost of fraudulent transactions can add up to a lot of lost revenue, so every basis point of fraud reduction is a massive win. With improved visibility, financial services institutions can reduce business risk and effective fraud rates — ultimately improving top-line revenue.

Our customers use Splunk to prevent these types of financial crimes and fraud:

- Transaction fraud
- Money laundering
- Account takeover
- Wire transfer

Next, we'll outline how our customers deploy some of these use cases to fight financial crime and fraud with Splunk.



REDUCING FINANCIAL CRIME AND FRAUD

FINRA protects American investors with Splunk Cloud and AWS

The Financial Industry Regulatory Authority (FINRA) regulates one critical part of the securities industry — brokerage firms doing business with the public. To protect that data against new and unexpected threats, they needed a centralized solution to process and analyze data from as many as 100 billion securities market financial transactions a day.

FINRA now relies on Splunk to ingest data from 170 applications, gain cost and operational efficiencies, and protect investors from fraud. Operating in the cloud on a pay-per-use model, FINRA can match its computing costs to demand fluctuations, leveraging Splunk to ensure that every transaction, every day, on almost every U.S. stock is secure.

Read the story



ingests data from 170 different applications



analyzes data from most U.S. stock and options market transactions



implementations gained operational efficiencies with Splunk on AWS



Splunk products

Splunk Cloud Platform

Splunk Enterprise Security

Splunk App for AWS

REDUCING FINANCIAL CRIME AND FRAUD

au Kabucom Securities brings dark data into the light to battle cyberattacks

Part of Mitsubishi UFJ Financial Group (MUFG), au Kabucom Securities offers online brokerage services to more than 1.1 million customers across Japan. To achieve its goal to automate DevSecOps, the company needed a way to guard against potentially devastating cybersecurity threats while cost-effectively visualizing and analyzing all its data — including dark data, the unused, unknown, and untapped data across the organization.

Splunk helped au Kabucom Securities successfully reduce the strain on its resource-strapped team, eliminating workflows like manually searching multiple applications and logs to detect security vulnerabilities. The organization benefits from streamlined threat investigation and automated response, enhanced visibility, and advanced predictive analytics all on the Splunk unified platform.

Read the story



gained full visibility into its data on a unified analytics platform



improved overall efficiency through an agile, automated DevSecOps framework



enhanced cybersecurity readiness with a small team of two to three people



Splunk products

Splunk Cloud Platform

Splunk Enterprise Security

REDUCING FINANCIAL CRIME AND FRAUD

Hyphen Group streamlines DevOps for real-time observability and 8x faster infrastructure development

As a leading financial technology company in Southeast Asia, Hyphen Group wanted to bridge the gap between software development and IT operations by boosting its DevOps pipeline. But, tracking errors effectively and resolving issues efficiently became more difficult as continued business growth created increasing complexity in their IT environment and cross-functional processes.

With Splunk, data-driven observability improves visibility into complex systems, which enhanced DevOps collaboration, enabled automation at scale, and accelerated troubleshooting and infrastructure deployment.

Read the story



Splunk products

Splunk Observability Cloud

Minutes

to resolve issues rather than hours

8x

faster infrastructure deployment

275

software updates released with unprecedented efficiency

REDUCING FINANCIAL CRIME AND FRAUD

ACE boosts performance, meets security standard, and cuts costs by 10%

ACE, a Taiwanese cryptocurrency exchange that lets users buy and sell with the New Taiwan dollar, struggled to centrally correlate security data from multiple devices. This reduced multi cloud visibility, slowed event response, and drove up labor costs.

Splunk helped ACE enhance security monitoring with faster threat hunting and real-time event response. ACE was able to cut costs by 10%, simplify system maintenance, raise efficiency, and secure user assets. They have also used Splunk to develop machine learning (ML) models that predict cyber threats and alert on security incidents to reduce repetitive, manual tasks.

Read the story



Splunk products

Splunk Enterprise

70%

less human intervention for security monitoring

10%

cost savings from idle cloud resources

24/7

availability, thanks to real-time visibility into operations

REDUCING FINANCIAL CRIME AND FRAUD

Raiffeisen Bank standardizes with Splunk for groupwide security

As agile methodology drove changes to IT projects and the IT landscape, Raiffeisen Bank, with over 16 million customers across 13 Central and Eastern European countries, needed to revisit its security strategy to maximize the protection level and in-house knowledge across the group.

Raiffeisen Bank chose Splunk to replace local SOC's and SIEMs across the whole group with one centralized cyber defense service, providing cyber defense services groupwide, and building in-house knowledge by taking on some outsourced activities.

Watch the webinar



Modern SOC

a growing SOC team based in Vienna and Kosovo,
with Level 1 and Level 2 support from Accenture

3TB

of data ingested daily from more than
16,000 log sources

700+

security use cases defined based on
MITRE framework

Splunk products

Splunk Enterprise Security

Splunk SOAR

Streamlining the evolving compliance landscape

From the EU’s Digital Operational Resilience Act (DORA) to the U.S.’s T+1 trade settlement deadline, there’s no shortage of mandates to adhere to — with more on the horizon.

Splunk provides a single platform that helps financial services institutions operationalize compliance. Organizations can quickly gain real-time visibility and insights across all IT resources, with security controls to successfully pass compliance audits, regardless of mandate or regulatory framework.

With Splunk’s proactive and analytics-driven approach to compliance, institutions can automate data collection, provide continuous risk assessment, and streamline auditing and reporting to stay one step ahead of evolving regulations.

Our customers rely on these use cases to stay on top of compliance:

- Continuous compliance monitoring
- Identity and access management
- Data protection and privacy
- Threat detection and response
- Third-party risk management
- Real- time transaction monitoring
- IT infrastructure performance monitoring
- Application performance monitoring
- Business process monitoring
- Audit trail forensics

With a mix of different use cases in play, see how our customers use Splunk to enhance compliance and stay ahead of coming regulations.

\$22M

is **spent on regulatory fines** due to downtime in financial services



STAYING AHEAD OF COMPLIANCE REGULATIONS

TMX Group capitalizes on unified insights for high reliability with Splunk

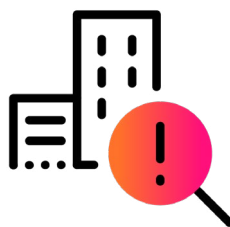
As a global markets clearing, trading, and information services provider, TMX Group appreciates the importance of speed in financial markets. Behind every transaction is an investor who relies on TMX Group for accurate data on stock movements, and to execute trades quickly while meeting compliance standards. TMX Group needed to keep its critical financial-sector systems highly available for investors, but investigating systems and applications one by one took a lot of time and prolonged incidents.

Thanks to Splunk, the company’s systems run much more smoothly, allowing it to improve systems visibility while maintaining high systems availability for TMX Group — essential for a trading and clearing platform. By evaluating relevant systems and applications simultaneously for unusual activity and behavior, TMX Group can quickly detect and resolve problems before they impact uptime.

Read the story



**faster detection, shortening incident cycles
and reducing business impact**



**greater visibility to potential issues
before they occur**



**improved performance via proactive monitoring
and enhanced automation**

Splunk products

Splunk Cloud

Splunk Observability Cloud

STAYING AHEAD OF COMPLIANCE REGULATIONS

AIB monitors payments with real-time insights

The Allied Irish Banks, known as AIB, needed real-time monitoring of its critical services to reduce incidents, integrate machine learning and analytics into its operations, improve the customer experience, and remain compliant.

With Splunk, the bank now has a real-time, 360-degree view of 600+ services. This includes mobile, business banking, and payment, as well as the underlying IT application infrastructure, meeting regulatory requirements.



100% availability of payment services with predictive analytics to proactively identify and deal with potential issues



reduces response time to alerts from 20 minutes previously to two minutes



supports AIB's recognition for innovation and leadership among banks as a finalist for Best Application of AI in Large Enterprise award

Splunk products

Splunk ITSI

Splunk Enterprise

STAYING AHEAD OF COMPLIANCE REGULATIONS

Nasdaq innovates for a bullish, cloud-native future

In 1971, Nasdaq splashed onto the trading scene as the world's first electronic stock exchange. Now, in shifting both its products and internal operations to a SaaS model over the course of 10 years, the cloud pioneer needed a data platform to fulfill its hybrid needs.

With the Splunk platform, Nasdaq ensures reliability for its main trading platform and more than 3,900 Nasdaq-listed companies while releasing SaaS-based business solutions with speed and confidence.

Read the story



successfully and securely shifted to a
DevOps and SaaS-based operating model
to quicken the speed of innovation



accelerated time to market through real-time
insights into how customers use Nasdaq's
products and solutions



unified data from disparate infrastructures,
applications, and operating systems enables
quick, smart decisions



Splunk products

Splunk Enterprise

Security Cloud Platform

Splunk User Behavior Analytics

Splunk Machine Learning Toolkit

Splunk On-Call

STAYING AHEAD OF COMPLIANCE REGULATIONS

PSCU safeguards reliability and security through Splunk On-Call and Splunk Enterprise

PSCU is the premier payments credit union service organization in the United States. To improve product and service availability for its 1,500 credit unions, PSCU needed to reduce mean time to address (MTTA) and mean time to resolve (MTTR) while boosting call-team accountability.

Using digital technology to its advantage, PSCU leveraged Splunk to support the success of more than 1,500 credit unions. With the Data-to-Everything Platform, PSCU slashed MTTA and MTTR while empowering staff with mobile monitoring access to deliver support from anywhere.

Read the story



reduced MTTA from hours to less than two minutes



achieved more efficient security monitoring for Payment Card Industry (PCI) compliance



enabled 1,500 credit unions to conduct 3.8 billion annual transactions



Splunk products

Splunk Enterprise

Splunk App for Infrastructure

Splunk On-Call

Trusted by the world’s leading financial services providers



Take a proactive approach to security, observability, and compliance while delivering exceptional customer experiences

The resilience of our financial systems is critical. Splunk helps financial service organizations meet the moment with improved threat detection and response, and enhanced customer expectations by making digital systems safer and more resilient.

Financial services organizations trust Splunk to help them deliver innovative customer experiences, reduce financial fraud and crime, and keep complex systems up and running while complying with regulations.

[Learn more about Splunk for financial services >](#)



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