Better Insight into Storage

As part of its requirements for a storage contract with a large healthcare provider, the Red River team submitted monthly and quarterly reports regarding the state of the contract, technical performance, downtime and more. Red River used spreadsheets to track, monitor and report information for the customer, before identifying an automated solution to save time and cut costs.

Spreadsheets certainly serve a purpose, but sometimes they don't offer a complete picture. That was the case with the reporting mechanism of Red River's Storage on Demand (SOD) solution for a large federal healthcare customer. Not only were they limited, on average they took one person two weeks to compile and organize the data. Part of this process involved engineers logging in everyday and manually checking different systems within the customer's environment to gather data for the reports. Engineers needed to track and categorize alerts and record this information in their spreadsheet. Creating the spreadsheets was an inefficient use of Red River engineers' time, and the federal provider needed more visibility into their environment.

In its pursuit of a more efficient solution, Red River looked to one of its long-time partners. Red River and Splunk, a software provider offering advanced analytics via their specialized IT data platform, had already experienced success together in other solutions, albeit never a storage one. Red River was confident that Splunk's experience providing searching, monitoring and analytics capabilities could be applied in this scenario to gain insight into the storage system.

Splunk had not previously used their platform for storage monitoring before, but Red River worked with them to integrate their platform into Red River's SOD solution to automate the entire reporting process. Red River was able to educate Splunk about the requirements of the storage project to ensure that Splunk was able to cater their services to fit the customer's specific needs.

Now, whenever an error occurs in the system, Splunk generates and categorizes alerts before sending a notice to the team. Splunk's platform has enabled Red River to efficiently capitalize on technical resources, better quantify storage performance and improve decision making. All of the reporting runs from an executive dashboard, which replaced the cumbersome spreadsheets and enables real-time data insights. Now administrators and executives can instantaneously obtain status on the entire environment from a single view, at any time.

The federal healthcare provider no longer has to wait for a new report to come out each month or quarter. Many of its executives now access the analytics they need from their phone, tablet, or laptop and have a deeper understanding of their systems and the state of the contract. With Splunk's platform, Red River is covering all contract requirements, as well as offering a level of insight the didn't know was possible.

Contact Red River at **info@redriver.com** to learn more about this solution and what it can do for you.

ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 20 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

Learn more at **redriver.com**.

ABOUT SPLUNK

Splunk Inc. (NASDAQ: SPLK) turns machine data into answers. Organizations use market-leading Splunk solutions with machine learning to solve their toughest IT, Internet of Things and security challenges. Join millions of passionate users and discover your "aha" moment with Splunk today: **splunk.com**.

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Red River

TECHNOLOGY DECISIONS AREN'T BLACK AND WHITE. **THINK RED.**