



# Proof of Practice Splunk IT Service Intelligence (ITSI)

Splunk Partnerverser - Premier Level Observability Badge

**30+**

Security Engineers

**200+**

Splunk Certifications

**30**

Years of Practice

**10+**

Competitor Evaluations

## CONFIDENTIAL

Prepared for: Splunk / Cisco Partner Program  
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Date: March 2026  
Document Version: 1.0

## 1. Executive Summary

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EOS IT Solutions is a global technology services powerhouse and premier Splunk professional services partner with over a decade of dedicated practice delivering IT operations and observability solutions built on the Splunk platform. This document serves as our formal Proof of Practice submission for the Splunk Partnerverse Premier Level Observability Badge, demonstrating our deep expertise in Splunk IT Service Intelligence (ITSI), our extensive certifications portfolio, and our proven track record of transforming IT operations for the world's largest and most complex enterprises.

As a Cisco Gold Partner operating across 30 countries, EOS IT Solutions brings a unique combination of global reach and local expertise that few partners can match. Our team of 2,800+ professionals supports some of the largest companies on the planet, delivering end-to-end technology solutions that span collaboration, infrastructure, managed services, and advanced analytics. Our Cisco Gold Partner status across multiple countries reflects the depth and breadth of our technical capabilities, and our long-standing relationship with Cisco—now the parent company of Splunk—positions us uniquely to deliver integrated solutions that leverage the full power of both the Cisco and Splunk ecosystems.

Our Splunk practice is anchored by a team of more than 30 engineers who collectively hold over 200 Splunk certifications spanning every certification track Splunk offers. These engineers have delivered hundreds of ITSI and observability engagements across industries including financial services, healthcare, federal government, defense, energy, retail, and technology. From initial IT service modeling and KPI framework design to fully operational AIOps environments with predictive analytics and intelligent event correlation, our team has the depth of experience to handle the most complex ITSI implementations at any scale.

In addition to deployment and optimization expertise, EOS IT Solutions has conducted rigorous competitive evaluations between Splunk ITSI and every major AIOps and IT monitoring platform on the market. These evaluations provide our customers with the data-driven confidence to select and invest in the Splunk observability platform, knowing it has been objectively measured against every viable alternative.

## 2. Organization Overview

EOS IT Solutions is a global technology services provider that helps organizations automate and accelerate their digital transformation goals. Founded with a mission to deliver world-class technology solutions at scale, EOS has grown to become a market leader in IT professional services, supporting some of the most recognizable enterprises and government agencies worldwide.

### Global Presence & Capabilities

<b>Global Operations</b>	Active operations across 30 countries with 2,800+ professionals
<b>Cisco Partnership</b>	Cisco Gold Partner in multiple countries; Cisco Innovation Partner of the Year recipient
<b>Enterprise Clients</b>	Trusted technology partner to some of the largest companies on the planet across all major industry verticals
<b>Service Portfolio</b>	IT professional services, managed services, collaboration, infrastructure, supply chain, AV, and analytics

### Splunk Practice at a Glance

<b>Practice Established</b>	2015 (10+ years of continuous Splunk delivery)
<b>Dedicated Splunk Engineers</b>	30+ full-time Splunk professionals specializing in ITSI and Observability
<b>Total Splunk Certifications</b>	200+ across all certification tracks
<b>ITSI &amp; Observability Certifications</b>	26+ (ITSI Certified Admin, Observability SE, Enterprise Architect)
<b>Industries Served</b>	Financial Services, Healthcare, Federal/Defense, Energy, Retail, Technology, Telecommunications
<b>ITSI/Observability Products</b>	ITSI, Observability Cloud (Infrastructure Monitoring, APM, RUM, Synthetic Monitoring, Log Observer)

### 3. Splunk ITSI & Observability Expertise

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EOS IT Solutions maintains deep, hands-on expertise across the full Splunk ITSI platform and the broader Splunk Observability portfolio. Our engineers are not only certified but actively deliver implementations, optimizations, and managed services for organizations of every size and complexity.

#### 3.1 Splunk IT Service Intelligence (ITSI)

Splunk ITSI is the cornerstone of our observability practice. Our team has deployed ITSI in environments ranging from mid-market organizations to Fortune 100 enterprises and federal agencies, monitoring hundreds of thousands of entities across hybrid and multi-cloud infrastructures. Our core ITSI capabilities include:

**Service Modeling & Dependency Mapping:** We design comprehensive service trees that map the relationships between business services, applications, and underlying infrastructure components. Our service models enable organizations to understand the blast radius of any incident and prioritize response based on business impact rather than raw alert volume.

**KPI Framework Design & Implementation:** Our engineers build tailored KPI frameworks that translate raw telemetry data into meaningful service health indicators. We configure urgency-based KPI scoring, dynamic thresholds, and composite health scores that provide actionable intelligence at every level of the organization.

**Glass Tables & Executive Visualization:** We create custom glass table visualizations that provide real-time, interactive views of IT service health. Our glass tables are designed for NOC wall displays, executive dashboards, and service-specific drill-down analysis, enabling both technical teams and business stakeholders to monitor service health at a glance.

**Predictive Analytics & ML:** Our team leverages ITSI's machine learning capabilities to implement predictive analytics that forecast service health degradation up to 30 minutes in advance. By training models on historical KPI and health score data, we enable customers to shift from reactive to proactive IT operations.

**Event Analytics & Episode Management:** We implement intelligent event correlation that groups related alerts into actionable episodes, reducing alert noise by up to 95%. Our event analytics configurations include automated severity scoring, multi-source

correlation rules, and integration with ITSM platforms for streamlined incident management.

### **3.2 Splunk Observability Cloud**

EOS IT Solutions extends ITSI deployments with the full Splunk Observability Cloud suite, providing customers with end-to-end visibility from infrastructure through application to end-user experience. Our capabilities span Infrastructure Monitoring for real-time server, container, and cloud service health; Application Performance Monitoring (APM) for distributed tracing and service dependency mapping; Real User Monitoring (RUM) for front-end performance and web vitals analysis; Synthetic Monitoring for proactive availability and performance testing; and Log Observer for contextual log exploration and correlation with metrics and traces.

### **3.3 ITSI Integration & Automation**

A key differentiator of our practice is our ability to integrate ITSI with the broader IT operations ecosystem. Our engineers build integrations with ServiceNow, PagerDuty, and other ITSM platforms for automated ticketing and escalation. We connect ITSI with Splunk SOAR for automated remediation playbooks, design custom REST API integrations for proprietary monitoring tools, and build automated service onboarding workflows for managed service environments.

## 4. Certifications Portfolio

EOS IT Solutions holds certifications across every track in the Splunk certification program. Below we highlight our ITSI and observability-specific certifications, followed by the broader certifications that directly support our ITSI delivery capability.

### 4.1 ITSI & Observability Certifications

Certification	Engineers	Competency Areas
<b>Splunk IT Service Intelligence Certified Admin</b>	14	ITSI deployment, service modeling, KPI configuration, glass tables, and event analytics management
<b>Splunk Enterprise Certified Admin</b>	22	Enterprise platform administration critical for ITSI infrastructure and data management
<b>Splunk Enterprise Certified Architect</b>	14	Large-scale architecture design for ITSI deployments including clustering, indexer optimization, and HA/DR
<b>Splunk Cloud Certified Admin</b>	18	Cloud platform administration supporting cloud-hosted ITSI and Observability deployments
<b>Splunk Core Certified Power User</b>	28	Advanced SPL, data models, and reporting essential for KPI development and custom dashboards
<b>Splunk Core Certified Advanced Power User</b>	20	Expert-level search optimization, macro development, and advanced analytics for ITSI tuning
<b>Splunk Observability Accredited SE (Partner)</b>	12	Positioning and architecting Splunk Observability Cloud solutions including IM, APM, RUM, and Synthetics
<b>Splunk Core Certified User</b>	30+	Foundational platform knowledge underpinning all Splunk Observability and ITSI deployments
<b>Total ITSI &amp; Observability Certifications</b>	<b>158+</b>	Comprehensive ITSI and Observability platform coverage

In addition to the certifications listed above, our team holds the full complement of Splunk security, developer, and specialty certifications, bringing our total portfolio to over 200 certifications. This breadth ensures that our ITSI engineers have deep knowledge of the entire Splunk platform, enabling them to architect solutions that leverage the full capabilities of the ecosystem.

## 5. Representative ITSI & Observability Engagements

The following representative engagements demonstrate the breadth and depth of our Splunk ITSI and Observability practice. Each engagement showcases our ability to deliver enterprise-grade IT service intelligence solutions across diverse industries, geographies, and use cases.

### Enterprise ITSI Deployment & Service Modeling

*Industry: Fortune 100 Technology Company*

Designed and deployed Splunk ITSI across a complex multi-cloud environment supporting over 500 business-critical services. Built comprehensive service dependency trees with 2,000+ KPIs, implemented predictive analytics for proactive incident prevention, and created executive-level glass tables providing real-time business service health visibility. Reduced MTTD by 75% and unplanned downtime by 60%.

### AIOps Transformation & Event Correlation

*Industry: Global Financial Services Institution*

Led a large-scale AIOps transformation leveraging Splunk ITSI event analytics and machine learning capabilities. Implemented intelligent event correlation that reduced alert noise by 95%, consolidated monitoring from 12 disparate tools into a unified ITSI service view, and deployed predictive analytics models that forecast service degradation 30 minutes in advance across 10,000+ infrastructure components.

### ITSI Migration & Modernization

*Industry: Federal Government Agency*

Migrated a legacy monitoring environment to Splunk ITSI, consolidating fragmented point solutions into a unified IT service monitoring platform. Designed service trees aligned to mission-critical applications, implemented episode-based event management, and delivered custom glass tables for NOC operations. Achieved FedRAMP compliance throughout the deployment.

## Full-Stack Observability Implementation

*Industry: Global Retail Enterprise*

Deployed an integrated Splunk Observability solution combining ITSI with Splunk Observability Cloud (Infrastructure Monitoring, APM, RUM, and Synthetic Monitoring) to provide end-to-end visibility from infrastructure through application to end-user experience. Enabled real-time correlation between infrastructure health and customer-facing service performance across 40+ countries.

## Predictive Analytics & Capacity Planning

*Industry: Healthcare Network*

Implemented Splunk ITSI predictive analytics and capacity planning capabilities across a multi-hospital network. Built ML-driven models to predict infrastructure bottlenecks, application performance degradation, and storage capacity shortfalls. Custom KPI frameworks aligned to HIPAA compliance requirements enabled proactive remediation before patient-facing systems were impacted.

## Multi-Tenant ITSI Managed Service Platform

*Industry: Managed Services Provider*

Architected and deployed a multi-tenant Splunk ITSI platform serving 25+ enterprise customers. Designed tenant isolation models, automated service onboarding workflows, and built custom glass table templates for rapid customer deployment. The platform monitors over 100,000 entities with automated episode management and escalation workflows integrated with ServiceNow and PagerDuty.

## 6. Competitive Analysis Capability

A distinguishing strength of the EOS IT Solutions Splunk practice is our extensive experience conducting rigorous, data-driven competitive evaluations between Splunk ITSI and every major AIOps, IT monitoring, and observability platform on the market. These evaluations enable our customers to make informed platform decisions based on objective technical assessment, total cost of ownership, and alignment with their specific operational requirements.

Our competitive analysis methodology encompasses service modeling and topology mapping depth; event correlation and noise reduction effectiveness; predictive analytics and machine learning capabilities; KPI framework flexibility and health score modeling; integration ecosystem breadth and ITSM connectivity; scalability and performance under high-cardinality data loads; total cost of ownership across licensing, infrastructure, and personnel; and time-to-value from initial deployment through operational maturity.

### Platforms Evaluated Against Splunk ITSI

Competitor Platform	Evaluation Focus Areas
<b>Datadog</b>	Full-stack monitoring, APM comparison, infrastructure metrics, cost-per-host modeling, dashboard and alerting parity
<b>Dynatrace</b>	AI-driven root cause analysis, automatic topology mapping, OneAgent vs. Universal Forwarder, application performance comparison
<b>New Relic</b>	Observability platform comparison, telemetry data handling, APM depth, pricing model analysis, full-stack correlation
<b>ServiceNow ITOM</b>	IT Operations Management integration, event management comparison, CMDB correlation, service mapping methodology
<b>BMC Helix</b>	AIOps capabilities, service modeling, event correlation engines, predictive analytics depth, ITSM integration
<b>PagerDuty + Rundeck</b>	Incident management workflows, automation capabilities, event orchestration, on-call management integration

<b>IBM Instana</b>	Application observability, automatic discovery, real-time performance monitoring, microservices tracing comparison
<b>Broadcom DX NetOps / AIOps</b>	Network monitoring capabilities, AIOps correlation, legacy infrastructure support, event analytics comparison

In every competitive evaluation conducted, our team has provided customers with comprehensive, vendor-neutral findings. Our deep familiarity with competing platforms ensures that we can articulate Splunk ITSI's differentiated value with credibility and technical precision, ultimately driving confident platform adoption.

## 7. Service Delivery Model

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EOS IT Solutions delivers Splunk ITSI and Observability services through a structured engagement model designed to ensure consistent quality and measurable outcomes at every stage of the customer lifecycle. Our global delivery capability across 30 countries enables us to support multinational deployments with local expertise and follow-the-sun coverage.

### Assessment & Discovery

Every engagement begins with a comprehensive assessment of the customer's current IT monitoring landscape, existing tooling, data sources, service dependencies, and operational maturity. Our engineers conduct gap analyses against frameworks such as ITIL and the Gartner AIOps maturity model to identify priorities and build a tailored ITSI implementation roadmap.

### Service Modeling & Architecture

Our certified Splunk architects design scalable ITSI architectures that align with each customer's infrastructure topology, data volume projections, and operational requirements. Service modeling workshops with business and IT stakeholders ensure that ITSI service trees accurately reflect business service dependencies and that KPI frameworks capture the metrics that matter most.

### Implementation & Deployment

Our implementation teams follow proven deployment methodologies refined over a decade of Splunk delivery. From initial data onboarding and KPI configuration through glass table creation and predictive analytics enablement, our engineers deliver fully operational ITSI environments on schedule and within scope. Our global footprint enables simultaneous multi-region deployments with consistent quality.

### Optimization & Enablement

Post-deployment, EOS IT Solutions provides ongoing optimization services to ensure customers realize the full potential of their Splunk ITSI investment. This includes KPI tuning and threshold optimization, event correlation rule refinement, predictive model retraining, glass table iteration based on user feedback, and comprehensive knowledge transfer to empower customer IT operations teams.

## Managed Services

For customers seeking ongoing operational support, EOS IT Solutions offers fully managed ITSI services leveraging our global delivery capability. Our managed services include 24/7 platform monitoring and administration, continuous service model maintenance, proactive health score optimization, incident correlation management, and regular executive reporting on IT service performance trends.

## 8. Conclusion

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EOS IT Solutions has built one of the most experienced, deeply certified, and globally capable Splunk ITSI and Observability practices in the partner ecosystem. As a Cisco Gold Partner operating across 30 countries with over 2,800 professionals, we bring an unmatched combination of global scale, technical depth, and operational excellence to every engagement.

With over a decade of dedicated Splunk professional services delivery, a team of 30+ engineers holding 200+ certifications, and a proven track record spanning every capability of Splunk ITSI and the broader Observability portfolio, we have consistently demonstrated our ability to help the world's largest and most demanding organizations transform their IT operations through service-centric monitoring, predictive analytics, and intelligent automation.

Our unique combination of ITSI deployment expertise, competitive analysis capability, and deep product knowledge across service modeling, KPI frameworks, glass tables, predictive analytics, event analytics, and the full Splunk Observability Cloud positions EOS IT Solutions as a partner that can deliver the complete spectrum of Splunk ITSI outcomes at any scale, in any geography. We respectfully submit this Proof of Practice in support of our application for the Splunk Partnerverse Premier Level Observability Badge.

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## EOS IT Solutions

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*Empowering Digital Transformation Through Operational Intelligence*