

DANA Builds Resilience and Resolves Incidents up to 90% Faster With Splunk Observability

Key Challenges

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.

Key Results

Thanks to full-fidelity observability via Splunk, DANA has increased business resilience with proactive troubleshooting, faster incident resolution, higher availability and better service quality.



Industry: Financial Services

Solutions: Security, Infrastructure Monitoring, Application Performance Monitoring, Platform

You can't improve what you can't measure.
Enter observability.

135 million Indonesians use DANA's digital payment platform, making it one of the largest e-wallet providers in the country. Committed to delivering exceptional customer experiences, the company prioritizes availability and reliability for all of its services.

However, DANA's existing monitoring stack lacked a dedicated tool for distributed tracing or application performance monitoring — the restricted view across its hybrid infrastructure and application layers critically hindered visibility. “We can't improve something if we can't measure it, and measurement relies on observability,” says Norman Sasono, chief technology officer of DANA. Sasono sought a solution that captures and monitors all data — not just samples — across all dimensions and domains of DANA's technology environment.

After assessing all available solutions in the market and going through a rigorous pitching process, DANA identified one company that offers full-fidelity data collection — Splunk. Powered by Splunk Observability Cloud, DANA now brings a proactive observability strategy to the systems that power its platform, which accelerates recovery and minimizes downtime for customers.

Goodbye silos, hello observability

“We've seen more than 150% growth in YoY annual transactions — and each one needs to be secure and reliable,” says Sasono. Splunk Observability Cloud, which includes Splunk Infrastructure Monitoring (IM) and Splunk Application Performance Monitoring (APM), helps DANA go well beyond a piecemeal approach to monitoring. The company's formerly siloed, fragmented monitoring is now replaced by a centralized observability platform with full-fidelity tracing of every transaction.

Outcomes

70-90%
faster recovery
from incidents

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

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

“Our old data monitoring tool, which included some legacy homegrown solutions, only gave us eyes into specific problems, without a holistic picture of the entire environment,” says Sasono. “Splunk gives us both the depth and breadth of visibility we need, helping us reduce gaps from dropped transactions.” Formerly, troubleshooting performance issues required an arduous manual process of sifting through application and infrastructure logs. With a no-sampling approach to observability, DANA can now view its entire operation on a single pane of glass — capturing every single trace, span and transaction that comes through the DANA application. And by correlating events across various dimensions, it’s making smarter decisions based on data and proactively managing potential risks, threats and vulnerabilities.

“Splunk has equipped us with a tool to predict and detect problems before our customers notice them, which helps us deliver a flawless customer experience and quality service,” Sasono says. Splunk also empowers DANA to stay agile in its cloud migration journey by offering full visibility into both cloud and on-premises resources — enabling the company to manage its hybrid operational environment with ease.



Splunk gives us full-fidelity observability while also helping us make smarter decisions and stay ahead of digital trends.”

Norman Sasono, Chief Technology Officer, DANA

Accelerated troubleshooting, greater uptime

“If an incident occurs, we aim to stop the ‘bleeding’ in 15 minutes — identifying the root cause and resolving the issue as fast as possible,” says Sasono. Splunk IM and Splunk APM now help DANA quickly identify anomalies that once took hours or even days to uncover while also proactively preventing the same problems from happening in future.

The DANA team shares that the mean time to recovery for casual errors is now 70% to 90% faster since they’ve enabled custom index tags and already know the error code without checking the logs. After such measurable success, DANA has nearly doubled its investment in Splunk Observability to keep up with the explosive growth of its customer base.

By enabling a seamless workflow across monitoring, troubleshooting and resolution, Splunk helps DANA optimize its staff’s time and resources. “We put about 15 people on infrastructure monitoring,” says Sasono. “With Splunk, this team focuses on more critical tasks, such as developing new systems for other business purposes like insurance.”

Scaling innovation to new heights

In Indonesia, mobile wallets recorded the most significant growth of all digital payment methods during the pandemic — and by 2025, the country is projected to be the largest e-wallet user in Southeast Asia. With Splunk dashboards, more stakeholders have visibility into the company’s infrastructure, helping foster collaboration across the organization as DANA quickly scales to address the growing need for its services.

With Splunk, DANA can continue to raise the bar of its service quality and seize new opportunities through innovation. “We are a digital-native company, and Splunk allows us to stay ahead of digital trends,” says Sasono.

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