

Customer Success Submission - Basic Template

Please download this template and fill out each section below. Partners may also choose to build or their own customized Customer Success story or use the Adobe InDesign® template provided in the zip file, as long as the required information in the guide (and shown below in this template) is included.

Reminder: Submitted examples of Customer Success are treated as “internal only” documents by Splunk and thus there is no need for Partners to engage Customers prior to sharing with Splunk.

- **Partner Name:** Your company name (and logo if possible)

SIRT (Sistemas Integrales de Redes y Telecomunicaciones SL)

The logo for SIRT (Sistemas Integrales de Redes y Telecomunicaciones SL) features the letters 'SIRT' in a bold, sans-serif font. The 'S' is a light green, the 'I' is a medium green, the 'R' is a darker green, and the 'T' is a dark teal. The letters are spaced out and have a slight shadow effect.

- **Splunk Partner Contact:** Partner Development Manager, Splunk Partner Technical Manager, and/or Splunk Distributor Name (if applicable)

Patricio Jiménez, Arrow

- **Customer Name or Description:** A Customer name or a description of the Customer's business and industry

CGCOM is the body that groups, coordinates and represents all the Official Colleges of Physicians in Spain and has the status of a Public Law Corporation with its own legal

Customer Success Submission - Basic Template

personality and full capacity to fulfill its purposes. It is a customer from the Healthcare industry.

- **Is this Customer willing to do an external Customer reference?** (Answer Yes/No)
Yes

- **Customer Personas:**
 - Who from the Customer business was involved?
José Antonio Aguado

 - Which roles/personas?
Director de Tecnología (CIO/CTO)

- **Team Personas:**
 - Who from your organization was involved?
BDM - Albert Silva
Consulting Services - Jose Miguel Velasco
Comercial - Cesar Casado

 - Were any Splunk Teams involved?
Comercial

- **Customer Geographic Location:** City, Province, State or Country
Madrid, Spain

- **Timeline:** Year opportunity was closed or Splunk Solution was implemented
2024

Customer Success Submission - Basic Template

- **Customer Challenge:** Short description of the identified areas of opportunity/challenges for the Customer

CGCOM, already certified in the ENS regulations (Spanish National Security Framework) and in the ISO/IEC 27001 information security standard, began a process to renew its SOC service to reinforce the security of the essential services it provides, as well as the administrative functions delegated to it by various Public Administrations.. The selection process for the new provider lasted approximately one year and was characterized by stringent regulatory and operational requirements

In this context, CGCOM opted for solutions based on a SIEM recognized in the CCN guide, such as Splunk, and for providers capable of assuming particularly demanding service level agreements (SLAs), in accordance with its regulatory framework and the criticality of its services.

- **Solution:** Brief discussion of the Solution and/or Services provided, including Splunk Products and Use Cases, and description of any demos conducted

Using Splunk Cloud as the core of the solution, a proposal was put together with several services linked to it: 24x7 monitoring, incident response and forensics. In addition, other services and elements that had to work together were included, such as a new EDR that was also in the CCN guide and training, consulting and pentesting services.

Finally, maintaining our commitment to ensuring the success and adoption of the customer in the implemented solution, SIRT carried out specific training, as well as sessions aimed at responding to customer needs.

- **Customer Outcomes:** A few sentences describing the successful results of the solution, including value metrics and how the Splunk solution solved for the Customer's pains. What were the major challenges and how did you overcome them? How did you ultimately win with Splunk?

Thanks to the solution implemented with Splunk, CGCOM was able to show strengthened security in its administrative services and functions.

As of today, CGCOM has renewed the contract for a second year after consolidating in Splunk a robust SIEM that allows it to maintain the required cybersecurity standards,

Customer Success Submission - Basic Template

ensure sustainable compliance with regulation-aligned SLAs, and progress along its continuous security-improvement roadmap thanks to the services provided by SIRT.

Customer Success Submission - Basic Template

Please download this template and fill out each section below. Partners may also choose to build or their own customized Customer Success story or use the Adobe InDesign® template provided in the zip file, as long as the required information in the guide (and shown below in this template) is included.

Reminder: Submitted examples of Customer Success are treated as “internal only” documents by Splunk and thus there is no need for Partners to engage Customers prior to sharing with Splunk.

- **Partner Name:** Your company name (and logo if possible)

SIRT (Sistemas Integrales de Redes y Telecomunicaciones SL)

The logo for SIRT (Sistemas Integrales de Redes y Telecomunicaciones SL) features the letters 'SIRT' in a bold, sans-serif font. The 'S' is a light green color, while the 'I', 'R', and 'T' are a darker teal color. The letters are spaced out and have a slight shadow effect.

- **Splunk Partner Contact:** Partner Development Manager, Splunk Partner Technical Manager, and/or Splunk Distributor Name (if applicable)

Patricio Jiménez, Arrow

- **Customer Name or Description:** A Customer name or a description of the Customer’s business and industry

CGCOM es el órgano que agrupa, coordina y representa a todos los Colegios Oficiales de Médicos en España y tiene la condición de Corporación de Derecho Público con

Customer Success Submission - Basic Template

personalidad jurídica propia y plena capacidad en el cumplimiento de sus fines. Es un cliente del sector Sanitario.

- **Is this Customer willing to do an external Customer reference?** (Answer Yes/No)
Yes

- **Customer Personas:**
 - Who from the Customer business was involved?
José Antonio Aguado

 - Which roles/personas?
Director de Tecnología (CIO/CTO)

- **Team Personas:**
 - Who from your organization was involved?
BDM Albert Silva
Consultoría Jose Miguel Velasco
Comercial Cesar Casado

 - Were any Splunk Teams involved?
Comercial

- **Customer Geographic Location:** City, Province, State or Country
Madrid, España

- **Timeline:** Year opportunity was closed or Splunk Solution was implemented
2024

Customer Success Submission - Basic Template

- **Customer Challenge:** Short description of the identified areas of opportunity/challenges for the Customer

CGCOM, ya certificada en el ENS y en la norma ISO/IEC 27001, inició un proceso de renovación de su servicio SOC para reforzar la seguridad de los servicios esenciales que presta y de las funciones administrativas que tiene delegadas por distintas Administraciones Públicas. El proceso de selección del nuevo proveedor se extendió durante aproximadamente un año y estuvo marcado por un alto nivel de exigencia regulatoria y operativa.

En este contexto, CGCOM optó por soluciones basadas en un SIEM reconocido en la guía del CCN, como Splunk, y por proveedores capaces de asumir unos acuerdos de nivel de servicio (SLA) especialmente exigentes, acordes a su marco normativo y a la criticidad de sus servicios.

- **Solution:** Brief discussion of the Solution and/or Services provided, including Splunk Products and Use Cases, and description of any demos conducted

Utilizando Splunk Cloud como core de la solución, se armó una propuesta con varios servicios enlazados al mismo: monitorización 24x7, incident response y forensics. Además, se incluyeron otros servicios y elementos que debían trabajar conjuntamente, como un nuevo EDR que también estuviera en la guía del CCN y servicios de formación, consultoría y pentesting.

Por último, manteniendo nuestro compromiso en asegurar el éxito y adopción de cliente en la solución implementada, desde SIRT se realizaron formaciones específicas, así como sesiones dirigidas para dar respuesta a las necesidades de cliente.

- **Customer Outcomes:** A few sentences describing the successful results of the solution, including value metrics and how the Splunk solution solved for the Customer's pains. What were the major challenges and how did you overcome them? How did you ultimately win with Splunk?

Gracias a la solución implementada con Splunk, CGCOM pudo mostrar una seguridad reforzada en sus servicios y funciones administrativas.

A día de hoy, CGCOM ha renovado el contrato para un segundo año tras consolidar en Splunk un SIEM robusto que le permite mantener los estándares de ciberseguridad exigibles, cumplir de forma sostenida con los SLAs adecuados a la normativa y avanzar

Customer Success Submission - Basic Template

en su roadmap de mejora continua de la seguridad gracias a los servicios prestados por SIRT.