

# Delivery Hero Fulfills Goal of Centralized Security With Splunk Cloud Platform

## Key Challenges

Global growth meant Delivery Hero had to increase the scope and visibility of its security operations and monitoring to quickly identify and remediate any potential security issues and share updates across business units.

## Key Results

Splunk Cloud Platform gives Delivery Hero's global security team a centralized view of its IT hybrid and multicloud environment — helping it investigate threats, vulnerabilities and misconfigurations with real-time insights.



**Industry:** Online Services

**Solutions:** Security, Platform

**Capabilities:** SIEM / Security Analytics, Unified Security Operations, Investigation and Forensics

## Delivering anything means monitoring everything, too.

Across more than 70 countries spanning Latin America, Europe and Asia, Delivery Hero's mission is to “deliver an amazing experience, fast, easy and to your door” via its online delivery service. To achieve this daily mission, the company needs to ensure easy-to-use and reliable global website services.

But its on-premises infrastructure hampered the security team's ability to provide a holistic security view across a complex hybrid environment. To monitor and gain security visibility, Delivery Hero needed a centralized way to quickly identify and resolve anomalies and misconfigurations across its IT environment.

## Reduced latency and increased visibility accelerate time to action

With Splunk solutions, Delivery Hero can identify and resolve security threats and performance issues faster than ever. Splunk Cloud Platform lets Delivery Hero's security team investigate, monitor, analyze and act on its data with unprecedented ability to detect anomalous activity.

Compared to its previous on-premises deployment, Delivery Hero now has reduced latency with Splunk Cloud Platform, creating a more accurate and up-to-date picture for the company's global security team. “When Splunk was being used on-premises, it would be centralized in a single location,” says Mauro Papa, director of information security at Delivery Hero. “The impact of this would be varying latencies for teams situated across the globe.”

This increased visibility accelerates time to action. With multicloud providers and on-premises infrastructure, Delivery Hero maintains a complex environment. But with all logs centralized within Splunk Cloud Platform, the company's security teams easily detect and identify misconfigurations in the company's cloud environment. They then correlate this data in Splunk and send triggers to the relevant AWS or GCP owners for fast resolution. “Before, we only used Splunk for on-premises logs, so we didn't have the ability to detect these misconfigurations,” says Papa. “Now Splunk covers our whole multicloud environment, which helps us gain a wide scope of visibility and fix problems within minutes. We're now able to detect many anomalies that we weren't able to in the past.”

## Data-Driven Outcomes

- Saved time with centralized monitoring from 250+ accounts
- Reduced latency across complex multicloud environment
- Threat detection for over 14,000 EDR endpoints

## Customized reporting saves time and improves accountability

Splunk Cloud Platform's centralized control supports a growing number of data sources without unnecessarily occupying security team resources. For example, a streamlined and customized alerts system means Delivery Hero wastes less time on unnecessary alerts and troubleshooting. "We've been able to use Splunk to customize our alerts, which has reduced false positive rates," Papa says.

Beyond detecting and notifying, the Splunk platform also helps provide more comprehensive metrics and reports for stakeholders. With Splunk Cloud Platform, reports can be created in real time, scheduled to run at any interval and used in dashboards. "We're able to keep track of all of our vulnerabilities and send reports to each of the owners so that they can keep on top of the performance of their applications," Papa says.

This is particularly important for maintaining accountability and performance across Delivery Hero's global security team. Papa says, "We have different security teams across the globe, so it's crucial that everyone is able to access their own reports and alerts and make improvements."

The platform's customizable and easily accessible dashboard simplifies this monitoring process for team members. On top of this, seamless plugins improve the connectivity of performance data points. For example, Splunk is integrated with project management tool Jira so that the team can track and measure KPIs.



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## Focusing on threats that matter

Splunk Cloud Platform removes the burden of time-draining infrastructure maintenance from Delivery Hero's security specialists, who can now focus on optimizing performance.

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To continue to match its global growth, the next step for Delivery Hero's security team is to implement Splunk Enterprise Security for data-driven insights at scale — insights that will help the company fulfill its mission to "deliver anything" to its customers. The strong partnership with Splunk will help Delivery Hero maintain its heroic status across an ecosystem that spans 70 countries and four continents — and growing.

[Download Splunk for free](#) or get started with the [free cloud trial](#). Whether cloud, on-premises, or for large or small teams, Splunk has a deployment model that will fit your needs.



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