TMX Group Capitalizes on Unified Insights for High Reliability with Splunk

Key Challenges

TMX Group needed to keep its critical financial-sector systems highly available for investors, but investigating systems and applications one by one took a lot of time and prolonged incidents.

Key Results

By evaluating relevant systems and applications simultaneously for unusual activity and behavior, TMX Group can quickly detect and resolve problems before they impact uptime.

TMX

Industry: Financial Services

Solutions: IT, DevOps, Security

Product: Splunk Observability Cloud, Splunk Cloud Platform

TMX Group helps investors time the market.

As a global markets, clearing, trading, and information services provider, TMX Group appreciates the importance of speed in financial markets. After all, the company moves billions of dollars in assets daily with key operations such as Toronto Stock Exchange (TSX), Montreal Exchange, Canadian Depository for Securities, and Canadian Derivatives Clearing Corporation. Behind every transaction is an investor who relies on TMX Group for accurate data on stock movements, and to execute trades fast, with no interruptions.

Founded as TSX in 1861, TMX Group innovated and acquired its way to becoming a billion-dollar global company. While it quickly grew, its computing systems became more complex, with highly dispersed data posing challenges for incident triage and resolution. Downtime risk rose while internal and external regulations mounted.

TMX Group needed a way to see what was happening across its entire infrastructure. Splunk was the clear answer. TMX Group now has greater insight into threats and detects issues faster, giving customers better experiences and confidence in the market.

Thanks to Splunk, the company's systems run much more smoothly, allowing it to improve systems visibility while maintaining TMX Group's high system availability—essential for a trading and clearing platform.

Visibility and automation pay dividends in uptime and reliability

Investors depend on the efficient exchange of stock and other financial instruments to complete their trades. "A typical trading day brings hundreds of millions of transactions, each of which has to execute fast to satisfy both parties in the exchange," says Bobby Singh, Chief Technology and Cyber Security Officer. His team monitors the infrastructure across many TMX Group business units and acts swiftly to prevent issues from impacting investors.

Using Splunk Cloud Platform, TMX Group collects and correlates data logs and events across its many systems for a holistic view of operations. If an issue arises, the team can quickly pinpoint and resolve the problem via a single Splunk Observability Cloud

Outcomes

- Faster detection, shortening incident cycles and reducing business impact

- Greater visibility to potential issues before they occur

- Improved performance via proactive monitoring and enhanced automation

dashboard, saving hundreds of hours reviewing logs or combing through noise. TMX Group also automates manual processes, using Splunk to connect systems and streamline work.

Splunk shortens incident cycles by accelerating analysis and delivering insights to IT teams. "We troubleshoot faster with correlational logs from across the technology stack," says Singh. "Splunk gives us early warning, creating a bigger margin to treat issues before they become critical and impact business."

Getting more out of the infrastructure through monitoring

Replacing multiple tools with Splunk translated to analyzing data in real time for TMX Group. Dashboards and metrics help the company understand system health and measure improvement.

More than 100 people in the IT organization use Splunk to monitor, maintain, and troubleshoot the infrastructure, network, and applications. Hundreds of other IT pros and leaders at TMX Group use Splunk indirectly via email or ServiceNow.

Seeing Splunk in action excited the DevOps and business application teams, prompting new ideas. "When troubleshooting an application, we want to see everything from soup to nuts to quickly find where challenges are," says Singh. "If there is an issue within an event, we can find it using Splunk, augmenting the application's logging and monitoring."

TMX Group stays a step ahead with Splunk, as it proactively combs through logs, identifying anomalies for IT to address before they escalate. And with artificial intelligence in Splunk predictive analytics plus historical data, behavior changes can be investigated before they turn into issues.

> "
>
> Splunk gives us early warning, creating a bigger margin to treat issues before they become critical and impact business."
>
> **Bobby Singh,** Chief Technology and Security Officer, TMX Group

> "
>
> If there is an issue within an event, we can find it using Splunk to augment the application's logging and monitoring."
>
> **Bobby Singh,** Chief Technology and Security Officer, TMX Group

Investing in futures with confidence

With a mission to make markets better and empower bold ideas, TMX Group continues its more than 170 years of entrepreneurial spirit and focus on customer experience. Singh keeps one eye on the future, looking for opportunities to innovate. As workloads move to the cloud, TMX Group is already there, with Splunk ready to monitor and analyze.

Singh envisions TMX Group taking further advantage of AI-powered, advanced predictive capabilities from Splunk and Cisco to prevent events and fill gaps before incidents occur, protecting investors from potential impact. "Predictive analytics is arguably the most important Splunk feature going forward because of its enormous potential value to our customers in maximizing system reliability, performance, and data protection," says Singh.

Splunk's status as a Cisco company makes Singh optimistic about even more innovations. He notes, "We've been a big Cisco shop for decades and are excited to see how its network expertise plus Splunk's analytics and observability leadership creates new value for TMX Group."

.

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.