Upgrade Services — Large
Professional Services Offering

Overview

The Professional Services upgrade services offering delivers Splunk expertise that supports and accelerates deployments for enterprise customers. Starting from the ground up, the deployments are designed with best practices and are ready to scale as needed. Upgrade services provides Splunk experts that help customers familiarize themselves with their own Splunk environment and recommend an expansive set of solutions to ensure success.

Professional Services Upgrade Offering

Professional Services upgrade services provide Splunk expertise to ensure successful Splunk software upgrades. These services ensure consistent and quality software delivery, architecture, training and the ongoing sustainment of your Splunk Enterprise deployment. This offering includes:

- **Upgrade plan:** Splunk Professional Services will work with you to determine the optimal approach for your Splunk Enterprise Upgrade.

- **New feature matrix:** Map the latest features to potential business requirements leveraging newly introduced Splunk capabilities.

- **Perform and validate upgrade:** Implement approved upgrade plans on core Splunk and validate its success.

- **Audit custom knowledge objects and dashboards:** Create an inventory of custom dashboards and knowledge objects, for example: saved searches, tags, lookups and field extractions and test functionality on the latest Splunk release.

- **Deployment documentation:** Deliver a comprehensive Splunk deployment document to detail the specifications, deployment methods and other architectural considerations in your production environment.

Targeted Customer Attributes

The Splunk PS Upgrade offering is designed to assist customers who have already deployed a functional Splunk environment in production and wish to quickly upgrade to the next release.

This Splunk Professional Services offering is designed for customer with the following attributes:

- A distributed (dedicated Splunk components: indexers, search heads, deployment server) multi-site instance of Splunk Enterprise in production with clustering or shared searching requirements.
- A maximum of fifty (50) Splunk core components (not forwarders)
- A maximum of up to five hundred (500) forwarders in the production environment.

- Currently using Deployment Server, Puppet or Chef in the production environment for distribution.
- A maximum number of one hundred (100) concurrent users, including Reports, Scheduled Searches, dedicated Job Server or Search Head Pooling.
- A maximum number of four (4) supported splunkbase apps installed.
- **Duration: 3 weeks**

Upgrade Offering Benefits

- **Get on the latest version, faster:** Leverage subject matter expertise of Splunk PS team and upgrade to the latest release more quickly.
- **Splunk Resources Onsite:** Work with Splunk Professional Service experts onsite throughout the upgrade process.
- **Document your Splunk Installation:** Use Splunk experts to fully document your newly upgraded Splunk infrastructure.
- **New Feature Matrix:** Map new features to business requirements for future software implementations.
- **Audit Knowledge Objects:** Identify any issues with existing knowledge objects on upgraded Splunk Enterprise environment.

Splunk Professional Services

We are here to help customers to get the most out of their Splunk deployments. Our services are backed by Splunk experts, who provide consistent and quality service delivery, architecture guidance, training and ongoing support.

Take your Splunk environment to the next level and achieve continual optimization, enhanced processes and active collaboration.

Free Download

Download Splunk for free. You'll get a Splunk Enterprise license for 60 days and you can index up to 500 megabytes of data per day. After 60 days, or anytime before then, you can convert to a perpetual Free license or purchase an Enterprise license by contacting sales@splunk.com.