Technical Account Manager

Splunk TAM Services

Mitigate your risk with guidance from Splunk technical experts

Splunk Technical Account Managers deliver continuous expert guidance to your IT teams based on Splunk's best practices to optimize the deployment and configuration of your Splunk solutions within your specific environment.

Splunk TAM resources are certified experts in Splunk products with TAMs covering **Platform**, **Security**, **SOAR**, **Observability** and **ITSI** products. Our TAM experts will help you overcome knowledge gaps within your IT teams and guide you on how to optimize your Splunk deployment and configure your applications quickly and effectively.

Splunk TAM Services are subscription-based services available in three service packages: Base, Standard and Premium. The Standard and Premium packages offer multi product support and guidance from Splunk experts in a single, flexible service offering that allows you to allocate your hours by product need.

Offering at a Glance				
Service Packages		**Base**	**Standard**	**Premium**
Coverage	Advisory Hours / Week	8	12	36
	Advisory Product Coverage	Single	Multi Product	Multi Product
Support	Onsite Services	1 visit	2 visits	4 visits
	Direct Access to Senior Support Team		✓	✓
	Upgrade Planning & Assistance		✓	✓
	Environment Documentation		✓	✓
Education	Admin & User Workshops		✓	✓
	Education Planning		✓	✓
Add Ons	Additional Advisory Hours	$	$	$
	Cleared Resources (TS/SCI)	$	$	$

Resilience, let's build it together

Splunk Customer Success provides end-to-end success capabilities at every step of your resilience journey to accelerate time to value, optimize your solutions and discover new capabilities. We offer professional services, education and training, success management and technical support, surrounding you with the expertise, guidance and self-service success resources needed to drive the right outcomes for your business. For more information contact us at sales@splunk.com.

Terms and Conditions

Technical Account Manager Services ("TAMS") are annual subscriptions unless expressly agreed otherwise, and consumption of such subscription can be used only for items specifically listed in this Service Datasheet, and not for any other purpose.

Splunk's ability to deliver these Services is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, Splunk TAM may gain access to your environment to execute specific work to accelerate the completion of a task. Customer will provide verbal consent and access to Splunk, constituting agreement between Splunk and Customer for such access. Additionally, Splunk implementation services may be necessary at additional cost. Splunk reserves the right to make such determination.

There are no refunds or credits for any subscription days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET.

All of the TAMS engagements are governed by the Configuration and Implementation Services Agreement ("C&I Services Agreement") [https://www.splunk.com/en_us/legal/professional-services-agreement.html] except for the payment, refund and credit terms identified above shall control for the TAMS. In this Datasheet all mentions of "Customer" shall refer to the party in the applicable C&I Services Agreement or services agreement with Splunk. All references to SOWs in the C&I Services Agreement mean this Datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.

If required for your environment, a TAM is available for purchase with Top Secret/Sensitive Compartmented Information (TS/SCI) clearance as a "Cleared TAM" for Platform, Enterprise Security, SOAR, and ITSI products. Availability of non-English and cleared assistance is based on Splunk resource availability and may not be available in all regions.

The annual subscription entitles Customer to the following:
- TAMS includes Customer shared direct remote access to TAM for up to an average of the level of the advisory hours as described in the Base, Standard, and Premium packages (8, 12, 36 hours per week respectively). Unless otherwise mutually agreed to in writing, TAMS will be delivered remotely.
- Customer is entitled to onsite services selections as described in the Base, Standard, and Premium packages (1, 2, 4 visits respectively). Each on-site visit will be for a maximum duration of 5 consecutive business days, unless a different duration is mutually agreed upon between the parties.
- Customer is entitled to receive up to 3 Admin and User Workshops during each ninety (90) day period
- Cleared TAM: Customer is entitled to up to an average of 50% of dedicated hours on-site at customer location or local Sensitive Compartmented Information Facility (SCIF). Each on-site visit will be for a maximum duration of 5 consecutive business days, unless a different duration is mutually agreed upon between the parties.

For Standard and Premium packages, the minimum product assignment for TAM advisory hours is 4 hours per week, with a minimum engagement duration of 3 months. At least 4 hours per week must be continuously dedicated to Splunk Platform advisory services.

Customers must provide at least 30 days' notice (or 180 days for Cleared resources) if a change in advisory hours to a different technology is required.