

Assigned Expert (“AE”) Services

Maximize your Splunk investment with an Assigned Expert

Splunk has you covered with an Assigned Expert

The mission of the Assigned Expert is to help Splunk customers win with **faster time-to-value, proactive use case enablement, and capability maturity**. Using Splunk’s best practice delivery framework, the Assigned Expert will create a custom **Value Realization Path** targeted for your business goals, environment, and capabilities.



Splunk Product Expert

Senior technical resource
Deep product-specific expertise



Value Realization Path

Value based technical delivery framework
Targeted to stage of your Splunk Journey



Outcomes

Accelerated time-to-value
Capability development
Optimized environment

Value Realization Path

Value Realization Paths are Splunk’s best practice delivery framework for delivering customer outcomes, and provide the following benefits:

- Clarify **target outcomes upfront** to ensure alignment between the customer and AE
- Apply **Splunk’s latest thinking** about product best practices and use cases
- **De-risk delivery** with a standard methodology to deliver with excellence on every engagement

Assigned Experts are available for the following key product areas::

Splunk Security	Splunk Observability
Security Assigned Expert (Security & UBA)	Observability Assigned Expert
Security Orchestration, Automation, and Response (SOAR) Assigned Expert	IT Service Intelligence (ITSI) Assigned Expert

Get the guidance and support you need

Realize improved business outcomes by leveraging our best practice methodologies and comprehensive solutions expertise. AE guides customers in the planning, coordination, implementation, and optimization of your Splunk Security and Observability applications to maximize your ROI across your organization.

No matter where you are in your journey with Splunk, an AE can help you to:

- **Accelerate:** Deliver use case and drive initial value, by applying product best practices
- **Optimize:** Fine-tune the environment to optimize for performance and cost and de-risk the deployment
- **Discover:** Uncover new, high value use cases to create additional value

Key Artifacts and Deliverables

Splunk Assigned Experts deliver a Value Realization Path over 3 phases: Assess, Plan, and Realize.

Value Realization Path

Assess	Plan	Realize
<ul style="list-style-type: none">• Capability maturity assessment• Environment + team assessment• Data gap analysis	<ul style="list-style-type: none">• Prioritized business use cases• Target business outcomes• Technical roadmap	<ul style="list-style-type: none">• Tactical execution plan and timeline• Use case enablement• Capability maturity realization

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

This Solution Guide is for informational purposes only. The services described in this solution guide are governed by the applicable fully signed ordering document and any incorporated terms and conditions. Outcomes shown were realized by actual Splunk customers and not every customer will realize similar outcomes. Realization of these outcomes are dependent on many factors including state of the customers' environment, skill level of customer personnel, Splunk product(s) being used and many other factors. The figures in this table are used to show examples of the types of outcomes customers can realize and is it not a guarantee for all customers.