

Splunk OnDemand Services (ODS)

Technical guidance for task-based help using your ODS credits

The OnDemand Services (ODS) program is a credit-based subscription service that allows OnDemand access to Splunk technical consultants to help answer questions and provide technical guidance. These consultants provide a variety of remote technical services to assist with the overall success of your Splunk deployment. OnDemand Services allow you to choose from a predefined service catalog with specific tasks for the different Splunk products.

Key Features & Benefits

Extensive Catalog	70+ admin and expert level tasks available to request.
Full Splunk Product Coverage	Get in touch with Splunk’s experts for help on your Splunk product deployments.
No Statement of Work (SOW) required	Hassle-free advisory help when you need it.
Direct One-On-One Help and Consultation	Have a quick question for a Splunk Expert? Utilize the “Ask an Enterprise Expert” task to set you on the right track.
Quarterly Expiry	Credits expire every quarter, so you have time to decide what to use them on.
Purchase Additional Credits as Needed	Want more credits per quarter? Purchases can be made in blocks of 10 credits per quarter. Please reach out to your account team for more information.

How It Works

Access to OnDemand Services is governed by a number of quarterly ODS credits. ODS credits are decremented from your account based on the credit cost of a specific task. A list of tasks available to request can be found in the main [Services Catalog](#) with detailed tasks for each Splunk product in the following ODS product catalogs:

- [Splunk Core - Enterprise / Splunk Cloud](#)
- [Enterprise Security \(ES\) / UBA](#)
- [SOAR / Mission Control](#)
- [Intelligence Management](#)
- [Splunk ITSI](#)
- [Splunk Observability Cloud, IM, APM, LogObserver](#)
- [Splunk Synthetics](#)
- [On-Call](#)

The number of credits available to you is determined by either your Success Plan service level or the number of standalone credits purchased. If you purchased a Success Plan, please review this [Success Plan table](#) or order document to understand your subscription level. If you would like to purchase this program outside of the Success Plan program or are interested in increasing your quarterly limit of credits, please contact your account team.

How to Access the Service

OnDemand Services are requested by navigating to the Splunk [Customer Support Portal](#) and creating an OnDemand Service Request (see [End User Guide](#)). OnDemand Services are scheduled and handled by a team of remote Splunk Technical Consultants, and as such, it is not generally possible to request a specific consultant to complete a given task. Typically, we expect to respond to most requests within 3 business days.

OnDemand Services are available during standard business hours (9 am-5 pm), Monday through Friday in the time zone of the customer's main operations. All OnDemand Services are delivered in English unless agreed otherwise.

How to Get Help

Review this [FAQ](#) for answers to common questions. You can also reach out to your account team or the OnDemand team directly at ondemand@cisco.com with questions, to report an issue with the portal, or to escalate a request.

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 your Splunk account team or email us at sales@splunk.com.

Terms and Conditions

All OnDemand Services are annual subscriptions unless agreed otherwise. OnDemand Service Credits ("Credits") can only be used for items specifically listed in this Service Catalog and not for any other purpose. The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased. Credits are made available on a quarterly basis and are only available for use during the corresponding quarter (Credits expire at the end of the quarter and any unused quarterly Credits do not carry forward, and there are no refunds for Credits not used). Quarters are based on calendar quarters (starting January 1, April 1, July 1, October 1 respectively). When an annual subscription starts during a calendar quarter, Credits available during the first and last partial quarters will be prorated accordingly.

The number of Credits listed for a service item establishes the number of hours of service we will perform for such service item, as follows: Two (2) Credits provides service for up to (2) hours; Five (5) Credits provides service for up to (4) hours; Ten (10) Credits provides service for up to (8) hours; Twenty (20) Credits provides service for up to (16) hours; and Thirty (30) Credits provides service for up to (24) hours. However, if the work required for an item takes longer than the aforementioned designations, Splunk reserves the right to require the use of additional Credits, and Splunk reserves the right to make such determination.

SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS FACT SHEET. These OnDemand Services are governed by the Configuration and Implementation Services Agreement ("C&I Services Agreement") http://www.splunk.com/en_us/legal/professional-services-agreement.html except for the payment, refund and credit terms identified above shall control for the OnDemand Services. In this FACT SHEET 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 FACT SHEET. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.



Contact us:
splunk.com/asksales

splunk.com