

Splunk Observability Implementation Success

Professional Services

Build a foundation for observability

Splunk's Observability Implementation Success offering is a comprehensive service designed to ensure you are successful in your implementation of Splunk Observability and to accelerate adoption and time to value. Our Splunk Consultants will architect and configure your Infrastructure Monitoring (IM) and/or Application Performance Monitoring (APM) environment with the latest best practices, quickly and effectively. The offering is available in many packages which can apply to both simple and complex environments, helping your organization along your resilience journey.

Successful implementation of the Splunk Observability Cloud Suite can yield the following target results¹:

- Up to 90% reduction in mean time to detect (MTTD)
- Up to 90% reduction in mean time to recovery (MTTR)
- Up to 20% increase in DevOps productivity

Key benefits

- Accelerate time to value through a best practice implementation of Splunk Observability
- Empower your engineering team with best practices to bolster productivity
- Tap into our expertise to enable end users to deliver value faster

Service at a Glance	
Best for	<p>New and existing customers using Splunk Observability Suite and want to take advantage of Splunk expertise to deploy a best practice implementation and maximize value from the solution.</p> <p>The various packages (Small, Medium, Large, and X-Large) are designed to meet your organization's size and goals. These packages are further described in detail below.</p>
Duration	10 - 90 days (depending on package selected)
Prerequisites and Assumptions	<ul style="list-style-type: none"> • Latest version of Splunk IM and/or APM installed • Existing infrastructure in place for implementation • Customer Observability champion identified • SME Resource for data sources
Project Team	<ul style="list-style-type: none"> • Splunk Project Manager (not included in Small package) • Splunk Solutions Architect (not included in Small package) • Splunk Certified Consultant

¹ Results dependent on package size, customer commitment and resources, and implementation complexity

Service at a Glance	
Deliverables	<p>All package sizes:</p> <ul style="list-style-type: none"> • Project kickoff deck to align on goals/success metrics • Configuration and onboarding of predefined data sources • Development and execution of agreed upon implementation plan • Monitoring configurations for Infrastructure, applications, and/or services • Status reports <p>Large and X-Large Packages:</p> <ul style="list-style-type: none"> • Custom metrics • Use case workshops • Custom enablement resources / documentation

What we'll do and deliver

Discover and Design

Our experts will engage in a kickoff with your team to discuss current business and technical requirements, validation of use cases to be deployed, and understand your technologies and tools. We'll go through an Architecture and Implementation Planning Workshop (not in Small package) to build a customized implementation plan, including steps, prerequisites, and the best possible configurations for your deployment, whether its Splunk IM and/or Splunk APM.

Configure and Implement

Build out your Splunk environment with a Splunk Certified Consultant aligned to the implementation plan. For Splunk IM, we'll go through a configuration and automation exercise of your infrastructure and service emitters. For Splunk APM, we'll run auto and/or manual instrumentation of applications. For our larger engagements, we'll conduct use case workshops and find new ways to evolve your enterprise resilience.

Knowledge Transfer and Documentation.

As we go through the engagement, our experts will work with your team to ensure they understand the processes to continue to develop and evolve your organization's ability to take advantage of Splunk IM and/or APM.

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 visit splunk.com/askcs, or email us at cs-sales@splunk.com to connect.

Implementation Details

Activity	Small ²	Medium	Large	X-Lg
Kickoff call to review delivery methodology and prepare for technical engagement (IM and APM)	✓	✓	✓	✓
Architecture and Implementation Planning Workshop (IM and APM)		✓	✓	✓
Otel Collector Installation and Configuration (IM and APM)	✓	✓	✓	✓
Team and Permissions Configuration (IM and APM)	✓	✓	✓	✓
Otel Agent Metrics Onboarding (IM)	✓	✓	✓	✓
Kubernetes Infrastructure Monitoring (IM)	✓	✓	✓	✓
Amazon Web Services Infrastructure Monitoring (IM)	✓	✓	✓	✓
Microsoft Azure Infrastructure Monitoring (IM)	Basic	Basic	Advanced	Advanced
GCP Infrastructure Monitoring (IM)	✓	✓	✓	✓
Terraform Provider Configuration (IM and APM)		✓	✓	✓
SSO Configuration (IM and APM)		✓	✓	✓
Third-Party Infrastructure Monitoring System Integration (IM)		✓	✓	✓
Detector Creation (IM and APM)		✓	✓	✓
Alert Notification Integrations (IM and APM)		✓	✓	✓
Dashboard Creation (IM and APM)		✓	✓	✓
Global Data Link Configuration (IM and APM)		✓	✓	✓

Activity Implementation Details (continued)	Small ²	Medium	Large	X-Lg
Governance and Token Management (IM and APM)		✓	✓	✓
Advanced SignalFlow Configuration (IM and APM)		✓	✓	✓
Custom Metrics Onboarding (IM and APM)			✓	✓
Advanced AWS Lambda Function Monitoring (IM)			✓	✓
Auto-Instrumentation (APM)		✓	✓	✓
Manual Application Instrumentation (APM)			✓	✓
Service Mesh Instrumentation (APM)			✓	✓
Inferred Service Instrumentation (APM)			✓	✓
Use Case Workshop (IM and APM)			✓	✓
Solution Documentation (IM and APM)			✓	✓
Status Reports (IM and APM)	✓	✓	✓	✓
Delivery Management (IM and APM)		✓	✓	✓
Project Wrap-up and Knowledge Transfer (IM and APM)		✓	✓	✓

² Note: There is not a Small package for APM only.

Terms and Conditions:

This Solution Guide is for informational purposes only. The services described in this datasheet are governed by the applicable fully signed ordering document and any incorporated terms and conditions



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