

Splunk Enterprise Implementation Success

Professional Services

Accelerate your time to value with a best practice Splunk implementation

Splunk Enterprise Implementation Success is a packaged service designed to jumpstart your ability to accelerate time to value with a Splunk-led implementation. Together with Splunk, we'll ensure your deployment is stable, ready to expand, and is aligned to your organization's success criteria, allowing your organization to take full advantage of Splunk Enterprise and begin driving business resilience immediately.

- Up to 50% reduction in mean time to detect (MTTD)
- Up to 60% reduction in mean time to recovery (MTTR)
- Up to 60% reduction in frequency or impact of IT incidents

Key benefits

- Leverage best practices to de-risk and optimize your environment
- Accelerate time to value by tapping into our implementation experience and delivery methodology
- Build deep technical expertise on your team through knowledge transfer and enablement

Service at a Glance	
Best for	<p>New and existing customers using Splunk Enterprise 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 (Mini, Base, Standard, and Premium) are designed to meet your organization's size and goals. These packages are further described in detail below.</p>
Duration	2 - 15 weeks (depending on package selected)
Prerequisites	<ul style="list-style-type: none"> • Mutually agreed upon success criteria • Existing infrastructure in place for implementation • SME Resource or access provided to environment • SME Resource for custom data
Project Team	<ul style="list-style-type: none"> • Splunk Project Manager (not included in Mini) • Splunk Solutions Architect (not included in Mini) • Splunk Core Certified Consultant
Deliverables	<ul style="list-style-type: none"> • Project kickoff deck to align on goals/success metrics • Planning and architecture • Development and execution of agreed upon implementation plan • Configuration and deployment of use cases, installation of Splunkbase apps or development of one custom integration/app (type and amount vary by package) • Weekly status reporting and success monitoring • Knowledge transfer documentation • Standard + Premium outputs / deliverables (if applicable)

What we'll do and deliver

Discover and Design

Review and discuss current business and technical requirements, validation of use cases to be deployed, and identify data sources with a Splunk Solutions Architect. They will build a customized implementation plan, including steps, prerequisites, and the best possible architecture for your deployment.

Build and Configure

Build out your Splunk environment with a Splunk Core Certified Consultant aligned to the solution architecture agreed upon in the implementation plan. Based on the validated use cases to be deployed during discovery, Splunk will assist with bringing over necessary data sources into Splunk and then normalize, standardizing them in line with best practices.

Implement

Develop the top priority use cases with the Splunk Core Certified Consultant. Utilize Splunk dashboards, alerts, and mutually agreed upon number of Splunkbase App or TAs – in line with Splunk best practices – to achieve the desired delivery activities agreed upon in the implementation plan. Assess your deployment progress with the Project Manager providing status, task, and issue updates along the way. At the end of a successful Splunk implementation, you will now have a foundation to expand data sources or explore new use cases to continue to extract more value from Splunk solutions.

Knowledge Transfer

An agreed upon number of Customer Splunk Admins and Users will receive informal enablement from the Splunk Core Certified Consultant.

Resilience, let's build it together

Splunk Customer Success provides end-to-end success capabilities at every step of your journey to accelerate time to value, optimize your solutions and discover new capabilities. We offer professional services, education and training, customer 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

Below are some of the types of tasks that the Splunk Professional Services team will lead and/or guide.

Mini Offering

Mini is designed for customers with a focused scope in mind for the mutually agreed upon level of implementation. Customer resources will be heavily involved to ensure Splunk project success. This will provide the right amount of services under these situations.

Base Offering

Base is designed for customers with more internal resources dedicated to the Splunk project. Customer Splunk Admins and Users will receive informal training from the Splunk Certified Consultant and will complete tasks remaining after Splunk Professional Services finishes their work.

Standard Offering

For customers looking for more support during the initial implementation and are seeking a more proficient understanding. Customer staff may shadow Splunk Consultants & Architects, instilling confidence in identified customer resources for ongoing maintenance and optimization of Splunk. Builds upon the services offered in the Base offering.

Premium Offering

For customers who recognize the opportunity for additional business value beyond the initial use cases. With the Premium offering, additional services beyond Standard are included, such as ongoing architectural, workshop, and optimization assistance, plus more consultant time to meet additional use case and outcome needs.

Category	Activity Type	Mini	Base	Standard	Premium
Engagement Duration	Each engagement size has a different duration due to levels of complexity and deliverables.	2 weeks	4 weeks	10 weeks	15 weeks
Planning your Solution	Create a tailored, client-specific implementation plan outlining Splunk architecture, use cases, data sources and success criteria for the engagement	–	✓	✓	✓
Architecting your Solution	Implement core Splunk architecture based on Splunk best practices	Multi-Tier	Multi-Tier	Redundant	Global Multi-Site
	Identify data sources to be onboarded into your Splunk environment	Files, OS logs, Syslog	Files, OS logs, Syslog, Performance Metrics	+AD, DBs, Cloud, DNS, Exchange, Message Bus	+ Network Taps, Mobile Devices, Mainframes
	Review Splunk storage and security model, apply security model to data in Splunk, and authenticate using the following:	AD, LDAP, SSO	AD, LDAP, SSO	AD, LDAP, SSO	AD, LDAP, Scripted/ SSO
	Discuss ways to scale your deployment and maintenance.	–	–	✓	✓
	Discuss key integrations to be configured and implemented with source control.	–	–	✓	✓
Understanding Your Data and Requirements	Consult customer project team to determine business and technical requirements and success criteria.	✓	✓	✓	✓
	Understand data and extract knowledge from understood data (i.e. extracting fields from raw data into distinct knowledge objects).	Known Data Sources	Known Data Sources, Text files	+Cloud, DBs, APIs, Message Bus	+Network Data, Mobile, Mainframe
	Apply tags and expand naming conventions for easier searching across data sources ingested by Splunk.	–	–	✓	✓
Delivering You Value	Search data from a central location, create alerts based on important data (in cases with multiple search heads and indexer clusters).	✓	✓	✓	✓
	Build reports and drilldowns across different user personas such as Operations, Security, Business Analytics and executive audiences.	–	✓	✓	✓
	Establish baselines based on legacy data	–	–	✓	✓
	Install a Splunkbase app or develop a custom integration or private app	SplunkBase	SplunkBase	Private	Private
	Track delivery progress against implementation plan	–	✓	✓	✓

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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