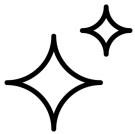


Forward Deployed Engineer

Splunk Agent Observability Services

Accelerate enterprise AI adoption with embedded AI FDEs

Understanding the behavior and performance of AI Agents is critical to the success of your AI program. AI agents operate autonomously, making non-deterministic decisions based on large language models and reasoning paths that can quickly go off the rails if left unsupervised. Deploying Splunk Agent Observability enables you to accurately evaluate your AI Agents and implement the guardrails necessary to keep your agents and business goals on track.



Evaluate and improve
agent behavior



Monitor the AI stack and
resolve real-world issues



Optimize token
usage and cost



Block harmful and
inaccurate outputs

Highly technical AI problem solvers get you up and running fast

A Splunk Forward Deployed Engineer (FDE) is a technical expert embedded with your team to help solve complex implementation challenges, accelerate time-to-value, and ensure successful adoption of Splunk Agent Observability. They can build custom integrations, implement observability metrics, and set up evaluation pipelines / custom guardrails tailored to your business / compliance needs.

Our FDEs bring the ideal blend of backend engineering expertise with AI problem-solving skills and a “product thinking” mentality to help drive the success of your AI program. They work with you to understand your business challenges and help you deliver scalable AI-powered solutions with custom features, integrations, and workflows using cutting-edge AI frameworks like OpenAI, LangGraph, CrewAI, and more.

Areas of deep technical expertise:

- Agent observability deployment
- LLM evaluation and pipelines
- RAG architecture and enhancement
- Agentic orchestration
- Guardrails and AI safety
- OpenTelemetry-based observability

Customer benefits:

- Tailored deployment of AI monitoring and agent observability
- Bridge the gap between AI technology and real-world execution with real-time AI problem solving
- Build confidence in your agentic workforce and accelerate success of your generative AI program
- Customer specific feature acceleration with product feedback to Splunk engineering teams
- Expert knowledge transfer to upskill your team

Splunk FDEs deliver results

Splunk Forward Deployed Engineers (FDEs) partner with your AI engineering teams to integrate Splunk Agent Observability into your environment within your enterprise security, compliance, and infrastructure constraints.

Our FDE resources are AI and platform engineers who not only advise on best practices but also help build solutions with our customers to deliver their business outcomes. FDEs engage in hands-on work for activities like gateway design, agent orchestration, K8 deployments, fine-tuning and other such tasks to ensure success and deliver results. They write integration code, configure evaluation pipelines, and create a feedback loop to enhance product features with the Splunk product engineering team.

Offering at a Glance	
Coverage	• Full coverage for Splunk Agent Observability • Designated FDE resource for 40 hours per month (standard) • Travel onsite on an ad hoc basis
Integration	• Integrate Splunk Agent Observability with your core infrastructure and CI/CD pipelines • Integration work for continuous model monitoring • Feature extensions specific to customer implementation, outside core product roadmap
Deployment	• Deployment guidance: security, compliance, VPC configurations, Single Sign On • Enterprise K8s, air-gapped, and FedRAMP deployment patterns • Environment guidance: DR, gateway, custom auth
Engagement	• Weekly stand-ups and async planning sessions with customer AI teams • Participate in regular Business Reviews: roadmap priorities and joint initiatives • Direct line to Splunk Product and Engineering for roadmap acceleration

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.

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.



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