

# Technical Account Manager (“TAM”)

## Prioritizing Your Success

### Reduce risk and enhance your business outcomes

IT organizations are increasingly being pressured to be more responsive and flexible as they provide services to their employees and customers. At the same time, these organizations are also being challenged to reduce complexity and move to more efficient, agile service delivery models while maintaining security and control and to do-it-all with less

**Organizations that have committed to new IT service delivery models can face some new and unique challenges such as:**

- Managing the impact and complexity of new solutions on both IT and business organizations
- Mitigating the risk of delays, service disruption, and sub-optimal performance due to the scope of IT transformation
- Incorporating the required expertise and resources to assess, plan, build, and manage these new environments
- Building organizational support and executive sponsorship

### Meet these challenges head on with a Splunk TAM



Maximize ROI



Risk Mitigation



Optimized Performance



Expedited Issue  
Resolution

The TAM service aims to maximize your Splunk return on investment (ROI), drive optimal performance of your environment, mitigate your risk and blindspots, and provide a personalized support experience that accelerates issue resolution as well as enhance your [Splunk Success Plan](#). The TAM is a designated high-touch advisory resource providing you with comprehensive technical and domain expertise to advocate for your needs, reduce technical risk, improve uptime, and accelerate your business outcomes.

If required for your environment a TAM is available with a **Top Secret/Sensitive Compartmented Information (TS/SCI) clearance** as a “Cleared TAM”.

# Splunk TAMs Deliver Results

## Outcome Focused Assessments & Ongoing Solution Guidance

The TAM takes a proactive approach with their prescriptive assessment-led engagement by developing quarterly action plans and providing ongoing solution guidance to advance your Splunk capabilities and goals.

### The support and expertise of your TAM will focus on:

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**Maximizing your ROI** by preventing technical debt / system resource waste, optimizing cost to derive more value out of Splunk, and maximizing your team efficiency via automation strategies.

#### Splunk TAM customers have reported:

- 25% reduction in SVC usage by implementing best practice configurations & optimizing searches
- 20% less disk space required by improving high search runtime

**25%**

**20%**

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**Mitigating your risk** such as business, financial, and security risk by ensuring resilience, business continuity, maximum uptime, increasing your compliance/audit posture, and key event planning for planned spikes in demand.

#### Splunk TAM customers have reported:

- Enhanced resilience for key events (e.g., Black Friday) via a detailed assessment and event pre-planning guidance
- 70% reduction in high search latency execution which resulted in on-time security alerts
- 50% less blocked queues which resolved delayed and skip search issues that introduced security risk
- New Role Based Access Control structure with template roles designed to prevent system resource waste that can drive up SVC utilization and potentially cause outages

**70%**

**50%**

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**Optimizing your performance** by ensuring your environment is well-managed & remains healthy, enhancing ingestion performance & search runtime, and improving the user experience.

#### Splunk TAM customers have reported:

- 90% reduction in data quality issues which reduced indexing workload to improve ingestion performance & search runtime
- Improved the user experience across teams by decommissioning/optimizing a number of searches which reduced CPU utilization from a peak average of 90% to 60%

**90%**

## Prioritized Support

The TAM service takes a proactive approach to ensuring your issues are resolved quickly and effectively with the following:

- Provide a tailored support experience by maintaining information on your environment & business priorities to jump-start resolution of support cases quickly.
- Support cases are directly handled by senior support engineers who leverage their experience and TAM maintained information to ensure that these cases are resolved quickly and efficiently.
- Leverage deep knowledge of your environment and work with Splunk support and engineering teams to champion rapid and effective resolution of P1 incidents across your Splunk application(s).
- Provide you with a direct escalation path for the Splunk support and engineering teams.
- Use product expertise and knowledge of your environment to proactively address issues that can hinder operations down the road.

## Education Planning & Personalized Coaching

The TAM service is designed to deepen your organization's Splunk expertise by:

- Education planning for Splunk Training & Certifications that best support the work you do every day.
- Focused product and technology enablement such as lunch & learns, office hours, coaching workshops.
- Sharing of tailored best practice and prescriptive adoption resources to enhance your Splunk knowledge base.

## 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](mailto: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. If required for your environment a TAM is available with a Top Secret/Sensitive Compartmented Information (TS/SCI) clearance as a "Cleared TAM. Availability of non-English and cleared assistance is based on Splunk resource availability and may not be available in all regions.



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