Splunk Value Boost Service

Upgrade your Splunk Success Plan

Driving a faster outcome experience

The Splunk Value Boost service takes your Success Plan to the next level driven by a combination of reactive and proactive engagements. Delivered by Splunk product experts, it is designed to maximize your ROI, optimize performance of your Splunk environment, mitigate platform risk and provide an expedited experience for all of your technical advisory questions.

Maximize ROI　　　　**Optimize Performance**　　　　**Mitigate Risk**　　　　**Expedited Advisory Response**

To help you achieve your technical and business outcomes, Value Boost includes two major components (1) a Designated OnDemand Services (ODS) Consultant for the duration of the contract and (2) a 90-day proactive services engagement once every 12 months.

Designated OnDemand Services Consultant

As part of this service, you get access to a designated ODS consultant that is familiar with your environment and can provide direct and expedited guidance for all your technical inquiries.

- **Knows Your Environment** - Understands how Splunk is implemented in your organization and how it is used.
- **Direct Reactive Advisory Assistance** - All of your technical advisory questions are handled by the same ODS consultant every single time ensuring quick and effective responses.
- **Open an ODS Case On Your Behalf** - If a deeper engagement is needed, will create an ODS case on your behalf.
- **Product Expertise** - Every ODS consultant is a Splunk certified expert in the specific product area that they support.

Proactive Services Engagement

The Splunk Value Boost service also includes a 90-day proactive assessment-led services engagement with 10 days of hands-on engineering designed and tailored to help you accelerate and realize important business outcomes.

- **Outcome Planning** - A comprehensive business and technical assessment of your Splunk environment that includes discovery, assessment and an action plan for execution.
- **Outcome Execution** - Hands-on execution of the action plan developed in the Outcome Planning phase.
- **Strategic Advisory** - Until the 90-day engagement period ends, your Splunk product advisor will continue to work with your teams to help them adopt best practices and processes to get the most out of your Splunk environment.

Examples of Outcomes Realized by Splunk Customers[1]

Splunk Customers have realized the following outcomes as a result of utilizing a Value Boost Add-on.

Optimize Cost / ROI
- 25% reduction in SVC usage by implementing best practice configurations & optimizing searches
- 20% less disk space required by improving high search runtime
- 120 hrs per week saved with automated response actions

Mitigate Risk
- 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
- Reduction in SVC utilization that lowered resource usage and the likelihood of outages by creating a new Role Based Access Control structure
- 2.5x reduction in Mean Notable Resolution Time for Splunk Enterprise Security Notables
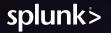
Improve Performance
- 90% reduction in data quality issues which reduced indexing workload to improve ingestion performance & search runtime
- Reduced CPU utilization from a peak average of 90% to 60% by optimizing searches and improving overall user experience across the Platform

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.

1. Outcomes shown were realized by actual Splunk customers and not every customer will realize similar outcomes. Realization of these outcomes are dependent on many factors including state of the customers' environment, skill level of customer personnel, Splunk product(s) being used and many other factors. The figures in this table are used to show examples of the types of outcomes customers can realize and is it not a guarantee for all customers.

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