Assigned Expert – Services Datasheet

Make us an extension of your business. Obtain an Expert. Reap the rewards.

Have you asked yourself:

- Who do I turn to for Splunk technical help?

- Who can assist me with Splunk architecture guidance?

- How do I best scale my Splunk environment?

- Would I benefit from having a readily accessible, trusted Splunk technical expert familiar with my environment?

Splunk has you covered with the Assigned Expert ("AE") service

The mission of the Assigned Expert is to help Splunk customers win with proactive planning and management. They guide Splunk customers in the planning, coordination, implementation and optimization of their Splunk investment to address specific business needs.

Key Features	Benefits
Splunk Environment Architecture Design Review	Lower risk to address business objectives
Transformation and Scale Advisement	Proactively identify and resolve problems
Proactive Risk Assessment and Tune-Up Workshops	Mitigation and reduction of environment risks
Customer Environment Familiarity	A single resource to deliver services vs. variable resourcing
Mentoring and Knowledge Transfer	Optimization/augmentation of customer resources through Splunk best practices
Provides Splunk Project Technical Oversight and Guidance	Increased efficiencies and continued assistance throughout the year to reduce risk

Splunk Professional Services

We help customers achieve valuable outcomes with their machine data – faster than they could on their own.

> **Maximize your Splunk investment with a Splunk Assigned Expert.** Realize improved business value from your investments by leveraging our demonstrated Splunk best practices methodologies and comprehensive solution expertise.

Three AEs to Assist With Your Needs

The Assigned Expert is product-centric, and available based on the products eligible for coverage. The Assigned Expert provides customers direct access to a Splunk Technical Expert for more in-depth guidance. Reserve one or all three with the expertise to help maximize your Splunk investment.

1. Core and Platform
2. Security Suite
3. ITOA

How It Works

Available as an add-on purchase option for Success Plan customers

This service is available for purchase as an add-on to **Success Plans** and **OnDemand Services**.

Assigned Expert Availability

AEs deliver services aligned to their expertise, in accordance with the terms and conditions, as outlined below. Splunk may revise and update these services from time to time without notice.

Access to the applicable AE is limited to local business hours 8:00 am to 5:00 pm Monday through Friday in the region where the resource is located and is not available during local holidays and weekends.

Assigned Experts are available at different levels of dedication

The Assigned Expert is a shared resource and not dedicated to one customer.

Availability of Non-English & Cleared Assistance is based on Splunk resource availability and may not be available in all regions.

Core and Platform Assigned Expert Services Available at Every Stage of Your Journey

Plan

Hand-off

Implement

Use/Adopt

Optimize/Scale

• **Architecture and Implementation Planning Workshop** • **Cloud Migration Assessment** • **Data Source Assessment** • **SmartStore (S2) Preparedness & Planning Workshop** • Use Case Advisory Discussion • Architecture Diagram Creation • Workload Management Planning Workshop • Workflow Management Planning Workshop	Assist with Implementation Services: • Knowledge Transfer to Partner or Splunk Implementation Service Teams • Technical Oversight and Guidance over Implementation Services • Post Implementation Review • Workload Management Implementation Guidance • Workflow Management Implementation Guidance	• **Mentoring of Customer Staff** • Data Source Review • Index and Retention Review • Assist with Data On-Boarding • Build Simple/Complex Dashboards • Build/Debug Search • Create a Drilldown, Workflow, Macro/ Tag/Eventtype • Build a Lookup • Create/Manage Indexes • Extract a New Field	• **Splunk Core Technical Assessment** • Upgrade Readiness Assessment • Scaling Advisement & Expansion Readiness Assessment • Forwarder Health Check • Search or Dashboard Optimization

* **Bold** = Recommend for onsite Services (up to 5 days for each service)
* Non-Bold = Recommend for remote Services (up to 8 hours for each service)
* View full-service descriptions within the **Assigned Expert Services Catalog**. The number and complexity of the Services that can be performed are dependent upon time available within the Assigned Expert subscription level purchased.

Ask an Expert Anytime and Attend Regular Meeting Cadences

Terms and Conditions

Assigned Expert Services ("AES") are annual subscriptions unless expressly agreed otherwise, and consumption of such subscription can be used only for items specifically listed in this Service Catalog, and not for any other purpose. One (1) AES annual subscription includes AES services for up to twenty-five (25) Business Days (a "Business Day" is one day's work, up to eight (8) hours in that day). The annual subscription only entitles Customer to two (2) Onsite services selections. Each Onsite services selection is limited to no more than five (5) Business Days of work and must be provided in consecutive day increments.

Splunk's ability to deliver these Services is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, additional Splunk implementation services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any subscription days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS FACT SHEET. All of the AES engagements are governed by the Configuration and Implementation Services Agreement ("**C&I Services Agreement**") [**http://www.splunk.com/en_us/legal/professional-services-agreement.html**] except for the payment, refund and credit terms identified above shall control for the AES. In this FACT SHEET all mentions of "Customer" shall refer to the party in the applicable C&I Services Agreement or services agreement with Splunk. All references to SOWs in the C&I Services Agreement mean this FACT SHEET. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.