

OnDemand Services Datasheet

Services. What you need. When you need it.

The Splunk OnDemand Services program provides you with a technical partner in your Splunk journey.

Program Overview

The OnDemand Services program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand allows the customer to choose from a predefined service catalog with task offerings for Core, Security, or ITOA Use Cases.

Key Features	Benefits
Extensive Catalog	40+ admin and expert level tasks available to request.
ITOps and SecOps Expert Coverage	Get in touch with Splunk's Security Suite and IT experts for help on your environment.
No SOW required	Hassle-free and immediate PS involvement when you need it.
Direct one-on-one help and consultation	Just have a quick question for a Splunk Expert? Get access to an expert quickly.
Quarterly Expiry	Credits expire every quarter, so you have time to decide what to use them on.
Purchase additional credits as needed	Want more credits per quarter? Purchase as many credits as you need -- they'll stay with you until the end of your subscription.
Assigned Expert Add-on Available	Personalize and tailor your OnDemand experience to your specific needs.

How It Works

Access to OnDemand services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the [Service Catalog](#).

The number of credits available to you is determined by either your Success Plan service level or the number of standalone credits purchased. If you purchased a Success Plan, please review this [Success Plan table](#) or order document to understand your subscription level. If you would like to purchase this program outside of the Success Plan program or are interested in increasing your quarterly limit of credits, standalone credits may be purchased in 10 and 30 quarterly credit increments.

How to Access the Service

OnDemand services are requested by navigating to the Splunk [Customer Support Portal](#) and creating an [OnDemand case request](#). OnDemand services are scheduled and handled by a team of remote Splunk Technical Consultants, and as such, it is not generally possible to request a specific consultant to complete a given task. Typically, we expect to respond to most requests within 24-72 hours.

OnDemand Services are available during standard business hours (9 am-5 pm), Monday through Friday in the time zone of the customer's main operations. All OnDemand services are delivered in English unless agreed otherwise.

How to Get Help

Review this [FAQ](#) for answers to common questions. You can also reach out to your Customer Success Manager (CSM) or account team or the OnDemand team directly at ondemand@splunk.com with questions, to report an issue with the portal, or to escalate a request.

Assigned Expert Add-On

To further personalize your OnDemand experience and maximize your Splunk investment, the Assigned Expert Subscription provides you OnDemand continuity by assigning you with a Technical Splunk Expert aligned to a discipline that will have ongoing familiarity with your Splunk environment. Benefits include:

- Single point of contact that delivers OnDemand services aligned to their discipline
- Additional multi-day services, providing more in-depth planning and technical guidance
- Proactive cadence meetings to provide technical oversight and address specific business needs
- Onsite delivery component

Datasheets: [Core & Platform](#) | [Security Suite](#) | [ITOA](#)

The Assigned Expert Subscription is not included with the OnDemand Services and is subject to additional fees. For more information on this program, please contact cs-sales@splunk.com.

Terms and Conditions

All OnDemand Services are annual subscriptions unless agreed otherwise. OnDemand Service Credits (“Credits”) can only be used for items specifically listed in this Service Catalog and not for any other purpose. The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased. Credits are made available on a quarterly basis and are only available for use during the corresponding quarter (Credits expire at the end of the quarter and any unused quarterly Credits do not carry forward, and there are no refunds for Credits not used). Quarters are based on calendar quarters (starting January 1, April 1, July 1, October 1 respectively). When an annual subscription starts during a calendar quarter, Credits available during the first and last partial quarters will be prorated accordingly.

The number of Credits listed for a service item establishes the number of hours of service we will perform for such service item, as follows: One (1) Credit provides service for up to one (1) hour; Two (2) Credits provides service for up to (2) hours; Five (5) Credits provides service for up to (4) hours; Ten (10) Credits provides service for up to (8) hours; and Twenty (20) Credits provides service for up to (16) hours. However, if the work required for an item takes longer than the aforementioned designations, Splunk reserves the right to require the use of additional Credits, and Splunk reserves the right to make such determination. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS FACT SHEET. These OnDemand Services 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 OnDemand Services. 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.