# Splunk Implementation and Adoption Success

## Accelerate your time to value with expert guidance for your Splunk application

Overcoming adversity in a digital environment remains a top challenge as more organizations strive to prevent major issues, increase visibility across IT and security infrastructure and accelerate digital transformation. That is why the most trusted and known organizations around the world have chosen Splunk as a partner along their digital resilience journeys. Nobody knows the extent and possibilities of the power of Splunk solutions like our Professional Services teams. Our experts offer domain expertise, knowledge, and resources to keep you ahead of change so you're ready for what's next.

Splunk offers a variety of professional services offerings to assist you to achieve better business outcomes for your organization. These offerings include our use case based accelerators as a packaged service, designed to jumpstart your ability to accelerate time to value with help from a Splunk technical expert. They also include Splunk Cloud migration success services and implementation offerings to provide you with optimized deployment and migration services.

| Professional Services at a Glance | |
|---|---|
| **Best for** | New and existing customers using Splunk to take advantage of Splunk expertise to deploy a best practice implementation and maximize value from the solution.<br><br>The various offerings are designed to meet your organization's size and goals. These services are further described in detail below. |
| **Duration** | 1- 15 weeks (depending on service selected) |
| **Prerequisites** | · Mutually agreed upon success criteria<br>· Existing infrastructure in place for implementation<br>· SME Resource or access provided to environment<br>· SME Resource for custom data<br>· Existing infrastructure in place for implementation |
| **Project Team** | · Customer SME Resource or access provided to environment<br>· Splunk Professional Service Expert |
| **Outcomes** | · Project kickoff deck to align on goals/success metrics<br>· Development and execution of agreed upon implementation plan<br>· Configuration and deployment of use cases, installation of Splunkbase apps or development of one custom integration/app (type and amount vary by service)<br>· Weekly status reporting and success monitoring<br>· Knowledge transfer documentation<br>· Standard + Premium outputs / deliverables (if applicable) |

# Accelerators

Providing end-to-end visibility across your digital footprint can sometimes be challenging. Rest assured, our technical experts are here to guide you. Starting with one of our packaged, use case accelerators that can help solve specific pain points at key stages in your digital resilience journey. Accelerators are designed to address your challenges in an expedited engagement with predefined objectives. Whether you're just starting out with a Splunk product and need help with implementation or want to grow your existing Splunk environment and take advantage of new features and functionality, these tailored solutions are delivered by our Splunk experts applying the latest and greatest Splunk best practices.

| Accelerator Details | | | |
|---|---|---|---|
| Offering | Consultant | Project Manager | Architect |
| **Advanced RBA** | 10 days | 1 day | - |
| **Asset and Identity Risk** | 5 days | - | 1 day |
| **Edge Processor** | 10 days | 1 day | - |
| **Incident Response** | 10 days | 1 day | - |
| **Insider Threat Workshop** | - | - | 5 days |
| **ITSI Event Manager** | 10 days | 1 day | - |
| **Observability for Kubernetes** | 10 days | 1 day | - |
| **Observability OTEL Collector** | 5 days | - | - |
| **RBA Alert Fidelity** | 10 days | 1 day | - |

# Splunk Cloud Migration Success

Search, analyze, visualize and act on your data with a flexible and cost-effective data platform service. Maximize your Splunk Cloud migration success by taking advantage of Splunk expert resources. Whether you're managing your own transition, want to supplement your staffing or need an entire team, we're here to help. Fast-track your migration by turning it over to the Splunk team. We can design and implement your cloud migration or take other complex migration-related tasks off your plate. Each engagement is customized to your needs and situation.

The table below outlines the resources that are available as part of this offering.

| Cloud Migration Details | | | | | |
|---|---|---|---|---|---|
| Category | Activity Type | Mini * | Base * | Standard ** |
| **Engagement Duration** | Total Duration | 2 weeks | 3.6 weeks | 5 weeks |
| | Consultant | 10 days | 13 days | 20 days |
| | Project Management | - | 2 days | 5 days |
| | Architect | - | 5 days | 5 days |

\* Services are delivered fully remote, with an option for consultant with security clearance.
** Services are delivered as both on-site and remote, with options for fully remote, and/or consultant with security clearance.

# Implementation Offering

Splunk Implementation Professional Services offerings for Platform, Security and Observability whether Enterprise (on-prem), hybrid or Cloud, provide you with a jump start for adoption and a stable deployment, address current success criteria, and will deliver value quickly. You can tap into our technical experts to drive successful installations and configurations for your Splunk applications. Whether you are just getting started with Splunk applications or you have been using our platform for an extended period of time, these experts will help to drive the objectives you need to assist you on your digital resilience journey.

| Implementation Offering Details | | | | | | |
|---|---|---|---|---|---|---|
| Category | Activity Type | Mini * | Base ** | Standard ** | Premium ** |
| Engagement Duration | Total Duration | 2 weeks | 4 weeks | 10 weeks | 15 weeks |
| | Consultant | 10 days | 15 days | 40 days | 60 days |
| | Project Management | - | 4 days | 10 days | 15 days |
| | Architect | - | 5 days | 10 days | 15 days |

\* Services are delivered fully remote, with an option for consultant with security clearance.
\** Services are delivered as both on-site and remote, with options for fully remote, and/or consultant with security clearance.

# Key Benefits of deploying Splunk Professional Services experts for your organization

- Leverage best practices to de-risk and optimize your environment
- Accelerate time to value by tapping into our implementation experience and delivery methodology
- Build deep technical expertise on your team through knowledge transfer and enablement

# 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.

# Terms and Conditions

Splunk shall not exceed the time commitments stated above unless otherwise agreed to by the parties in writing. Splunk shall perform the Services during Business Days, defined as Monday through Friday, 9am to 5pm (eight (8) hour increments), excluding Splunk-observed holidays, or as otherwise defined by the jurisdiction where the Services are to be performed. On-site services must be scheduled in consecutive eight (8) hour increments.

Reasonable network and system access to data and applications must be made available to Splunk resources upon on-site and remote commencement of the offerings within this datasheet.

Splunk's ability to deliver these offerings 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 services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any workshop days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the Splunk Workshop 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 Splunk Workshops. In this Datasheet 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 Datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.