

Splunk® Customer Support Entitlement

The Splunk platform spans a vast breadth of operating systems, architectures, industries and use cases. With a growing range of apps available on <http://apps.splunk.com>, and an ever-growing list of features available, often customized according to particular requirements, the need for enablement becomes paramount, and that is the main objective of the Splunk Support team. We are here to ensure you understand how Splunk software works and enable you to manage your Splunk deployments effectively. We make as much information available as possible, so that you can take full advantage of it in scaling your environment.

The following table summarizes our entitlement offerings:

Entitlement Level	Enterprise	Global
Access to Splunk Documentation	•	•
Access to Splunk Answers	•	•
Live Product Roadmap and Input	•	•
Online Case Submission	•	•
Online Case Status	•	•
Guaranteed Response Times	•	•
Phone Support	•	•
Developer Support	•	•
Assigned Primary Support Contact		•
Quarterly Account Status Reviews		•

Knowledge Resources

As part of the Splunk Community, all customers have access to our online resources in apps, documentation, Splunk Answers, Community Wiki, blogs and tutorials.

Our documentation is a unique tool that is constantly being expanded and updated with real-world examples. Our docs team actively seeks feedback from customers on improvements and additions, both directly and through article comments. All of the information in our documentation comes directly from Splunk experts and developers.

Our community resources are continuously reviewed to ensure relevance and accuracy, and our support team are available to discuss any information you think may be relevant to your deployment. Splunk employees from engineering, technical services, support and documentation teams are regular contributors to all of these areas.

The Splunk Support team has also developed a Splunk app specifically for maintaining and troubleshooting Splunk instances in your environment. This app contains all of the troubleshooting tools and searches built by our expert engineers, so that you can see exactly what we see when troubleshooting a problem.

Assigned Primary Support Contact – Designated Support Engineer (DSE)

DSE's are highly experienced with at least 7 years of experience in technical support and service roles. DSE's are experts in multiple technologies as well as specific areas of Splunk functionality and work closely with our Engineering and Product teams to ensure that customer feedback is incorporated into our products.

Your DSE is your first point of contact for all technical issues and questions pertaining to your deployment, and will work with you to ensure that all issues are addressed and resolved to your satisfaction. Through collaboration and communication with your Splunk admins, we will work to ensure that your Splunk deployment meets your requirements and is as functional and stable as possible. When an issue arises that has significant impact, either from a functional or a business perspective, your DSE will engage resources and focus attention on the problem until a solution is identified.

As well as support cases, your DSE can also facilitate the following strategic efforts, all focused on the primary goal of enabling you and your team.

- Review meetings – cases and current deployment
- Migration discussions – new versions and features
- Troubleshooting with the Splunk on Splunk app (SoS) – manage your deployment
- Knowledge sharing meetings – feature, app or use case specific discussions
- Developer discussions – toolkit, SDK and API integration
- Splunk HQ visit – 1 week hands-on Splunk troubleshooting activities

Pricing

SKU	Percentage of license cost
Enterprise Support	20%, annual cost
Global Support	25%, annual cost