splunk>

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Splunk Value Acceleration Offering
Splunk Services' Support Doesn't Have to Stop After Initial Deployment

- Prescriptive amount of Splunk experts to deliver success, with flexibility to meet your needs
- Dedicated long term resources to augment your existing team
- Align the right resources for the right tasks

Many customers desire continued support from Splunk Services to deliver on their behalf after our initial implementation. Whether you need six or twelve months of continued support, we are here for you. We identified the support mixtures which brought other customers success and we have bundled them up for your benefit.
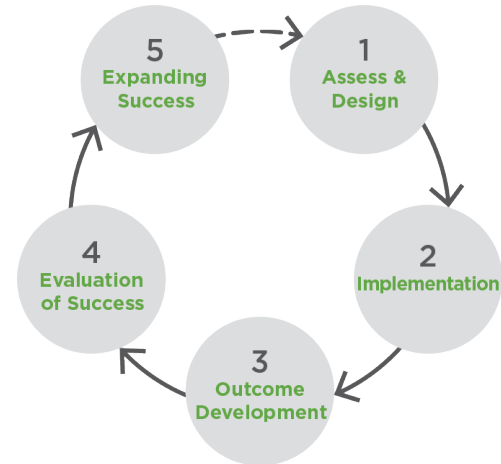
Our team is made up of experts trained to help you accomplish your goals, grow your expertise, maintain your environment, architect and implement solutions. This offering is designed to layer the right type of services to meet your needs.

- **Professional Services Accredited Consultant:** Splunk PS Consultants design Splunk solutions to align with strategic initiatives while ensuring consideration of all elements of the Splunk program at each step. With a focus on people, process, and technology, Splunk PS Consultants leverage a repeatable best-practice framework to ensure consistent quality of delivery every time.
- **Associate Consultant**: Working at the direction of the Customer Success Manager and the PS Consultant, the Associate Consultant executes on the overall vision of establishing the Splunk platform as a foundational technology within your business. Splunk Associate Consultants specialize in post-deployment activities driving maximum value from your business data.
- **Professional Services Premium Consultant:** Splunk offers PS Consultants with deep domain knowledge in Security or IT Operations Analytics. Boost your maturity through workshops such as Use Case Discovery or Service Decomposition.
- **Delivery Manager:** End-to-end project oversight and resource coordination is essential to ensure successful completion of many business initiatives. Splunk Delivery Managers can help monitor and manage the process to ensure projects aren't just completed successfully, but on time as well.

- **Customer Success Manager:** Align your business and Splunk program requirements with Splunk Services to ensure you not only achieve but exceed your goals. Comprehensive engagement and account oversight ensures the work being performed is aligned with strategic corporate initiatives.

Splunk Success Methodology

Leveraging the experience of thousands of Splunk deployments, the Splunk success methodology will quickly bring you to your desired outcome.

5 Expanding Success
1 Assess & Design
2 Implementation
3 Outcome Development
4 Evaluation of Success

The Splunk Value Acceleration Offering is designed for customers who have already deployed a functional Splunk infrastructure and are seeking long-term assistance in expanding their usage of Splunk or need operational assistance to keep their Splunk environment running at optimal levels.

This Professional Services offering is designed for customer with the following attributes:

- Customers who have complex single or multisite distributed architectures with high availability or disaster recovery requirements.
- Customers seeking best practices related to architecture, data onboarding, application management and searching.
- Customers who want to gain additional insight into the overall health of their environment and how to best manage it.
- Customers seeking to gain recommendations on scaling their environment.

Success Through the Right Mix of Capabilities

Every environment is different, so we have built in the right amount of flexibility to tailor our prescriptive solutions to meet your needs. Each of our offerings includes the alignment of our experts for a quick time to value.

Standard Offering: Our standard offering is designed for customers looking for medium-term (6 months) augmentation of expertise.

Premium Offering: Our premium offering is designed for customers looking for long-term (12 months) augmentation of expertise

Below are the types of tasks the Splunk Services team can assist you with:

Category	Activity Type	Standard	Premium
Understand Your Needs and Data	Consult to Determine Success Criteria, Requirements, and Gaps: Create Success Plan	✔	✔
	Assess Simple Architectures and Data Sources	✔	✔
	Assess Complex Architectures and Data Sources	✔	✔
	Identify Future Use Cases	✔	✔
Deliver Value	Document Architecture and Optimization Steps Found	✔	✔
	Remediate Issues, Modify Use Cases or Create New Use Cases per Success Plan	✔	✔
	Create Upgrade and Capacity Plans	✔	✔
	Plan and Implement Splunk Center of Excellence (CoE)	✔	✔
	Participate in CoE Operation and Improvement		✔
Recognize and Express Value	Weekly Progress Meetings to Align with Success Criteria	✔	✔
	Assistance with Escalation of Issues Within Splunk	✔	✔
	Hold Quarterly Business Reviews with Key Customer and Splunk Contacts	✔	✔
	Hold Workshops for Value Realization based on Use Cases		✔

Prescription with Built in Flexibility

Life diving through data doesn't always turn out the way that you plan: don't worry, Splunk is behind you every step of the way. Your services team will continually be evaluating your progress and helping you determine if we need to bring in a different expert to support your needs. To illustrate this flexibility, below are a few successful expert allocations:
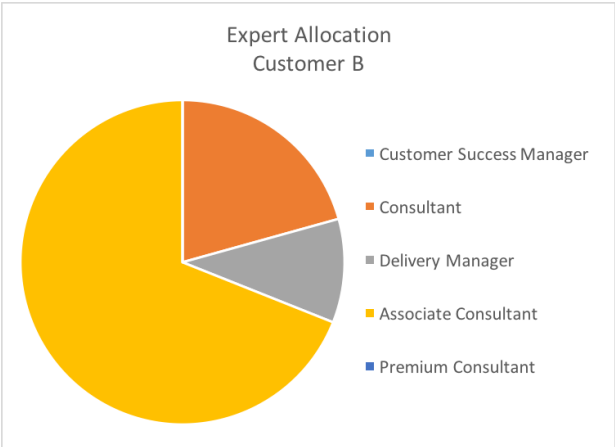
Customer Scenario A: Use Cases

- Standard Architecture
- Common Data Sources
- Requires support to outcome generation
- Requires support analyzing data already ingested into Splunk
- Requires minimal solution architecting, customer already defined success
- Internal governance of Splunk environment is not a top priority

Expert Allocation
Customer A

- Customer Success Manager
- Consultant
- Delivery Manager
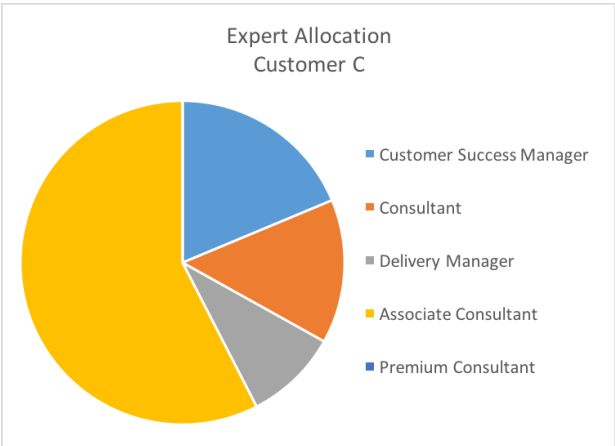- Associate Consultant
- Premium Consultant
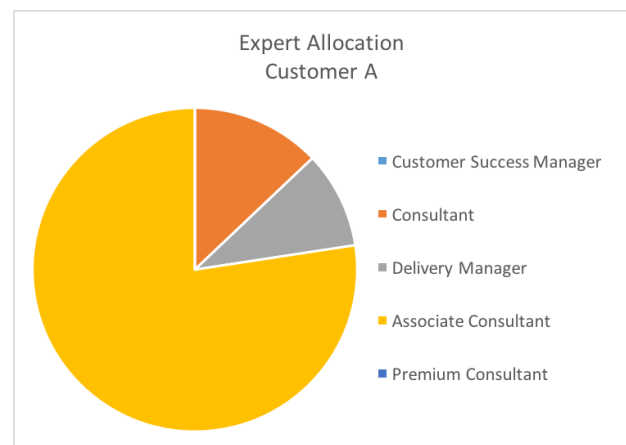
Customer Scenario B: Architecture, Data, Use Cases

- Complex Architecture
- Common and Unique Data Sources
- Requires Solution Architecting
- Requires support to outcome generation
- Requires support analyzing data already ingested into Splunk
- Internal governance of Splunk environment is not a top priority

Expert Allocation
Customer B

- Customer Success Manager
- Consultant
- Delivery Manager
- Associate Consultant
- Premium Consultant

Customer Scenario C: Governance

- Requires consistent support developing governance and identifying opportunities to maximize data ingest (CSM)
- Mix of Common and Unique Data Sources (Consultant)
- Needs support analyzing data already ingested into Splunk (Associate Consultant)
- Requires support developing initial solution architecting (Consultant)

Expert Allocation
Customer C

- Customer Success Manager
- Consultant
- Delivery Manager
- Associate Consultant
- Premium Consultant

Customer Scenario D: Experts for Complex Apps

- Security or IT Operations strategy and advanced workshops (Premium Consultant)
- Standard Architecture
- Premium App Install such as Enterprise Security or ITSI (Consultant, Premium Consultant)
- Mix of Common and Unique Data Sources (Consultant, Associate Consultant)
- Needs support analyzing data already ingested into Splunk (Associate Consultant)
- Building out Security or IT Operations use cases (Associate Consultant, Consultant)

Expert Allocation
Customer D

- Customer Success Manager
- Consultant
- Delivery Manager
- Associate Consultant
- Premium Consultant
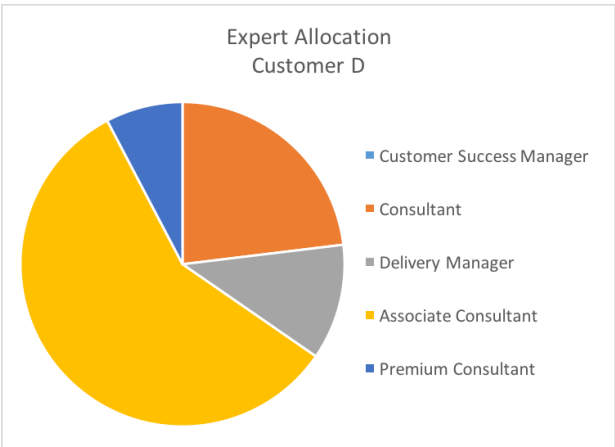
Customer Scenario E: Complex Apps and Governance

- Requires consistent support developing governance and identifying opportunities to maximize data ingest (CSM)
- Mix of Common and Unique Data Sources (Consultant, Associate Consultant)
- Needs support analyzing data already ingested into Splunk (Associate Consultant)
- Premium App Install such as Enterprise Security or ITSI (Consultant, Premium Consultant)
- Security or IT Operations strategy and advanced workshops (Premium Consultant)

Expert Allocation
Customer E

- Customer Success Manager
- Consultant
- Delivery Manager
- Associate Consultant
- Premium Consultant
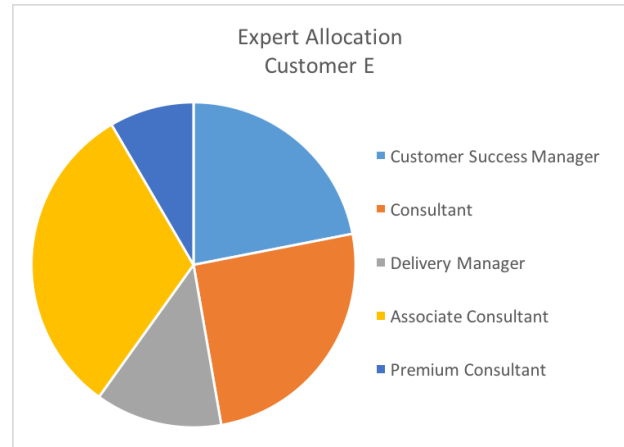
I Don't Have Splunk Implemented Yet

If you are looking for an initial deployment offering, check out our Splunk Implementation Success offerings for the product you are purchasing (Splunk Enterprise, Enterprise Security, IT Service Intelligence or Splunk UBA).

If you need help optimizing the performance of your deployment or support for a technical evaluation of your Splunk environment, check out our Splunk Optimization Check offering.

Splunk Professional Services

We are here to help customers to get the most out of their Splunk deployments. Our services are backed by Splunk Accredited experts, who provide consistent and quality service delivery, architecture guidance, and ongoing support. They leverage Splunk best practices and experience from thousands of Splunk deployments.

We only exist to get customers to valuable outcomes with their machine data – faster than they could on their own.

Free Online Sandbox. Get access to a free, personal environment provisioned in the cloud where you can immediately try and experience the power of Splunk IT Service Intelligence. After the initial trial period, or any time before then, you can convert to an Enterprise license by **contacting sales.**