

# 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

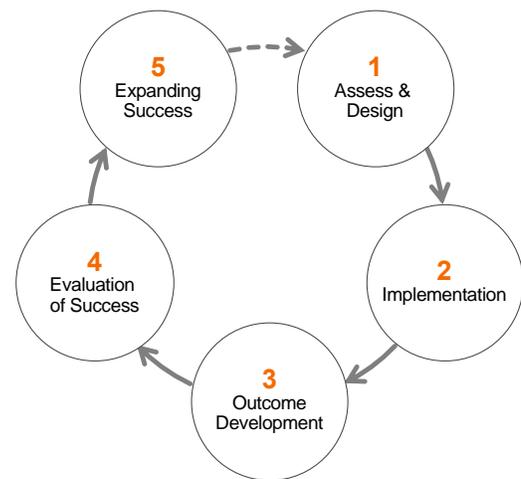
Many customers desire continued support from Splunk Services to deliver on their behalf after our initial implementation. Whether you need six or twelve months of continued support, we are here for you. We identified the support mixtures which brought other customers success and we have bundled them 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 Accredited 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, Accredited Consultants leverage a repeatable best-practice framework to ensure consistent quality of delivery every time.
- **Solutions Architect:** Splunk offers Solutions Architects and Premium Consultants with deep domain knowledge in Security or IT Operations Analytics. Boost your maturity through workshops such as Security Use Cases or Service Mapping.
- **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.

## Splunk Success Methodology

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



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 customers 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
<b>Understand Your Needs and Data</b>	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
<b>Deliver Value</b>	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
<b>Recognize and Express Value</b>	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

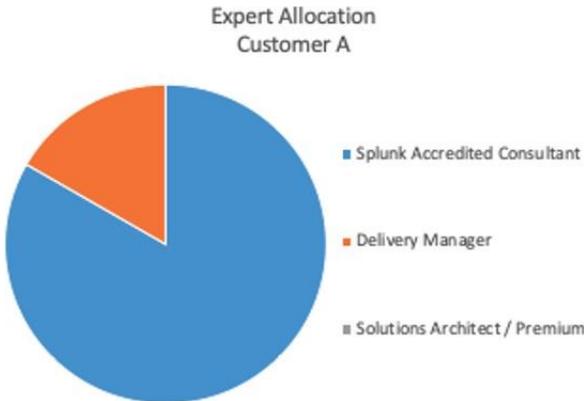
**Prescription with Built in Flexibility**

Life living 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

**Team:** Splunk Accredited Consultant, Delivery Manager



### 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

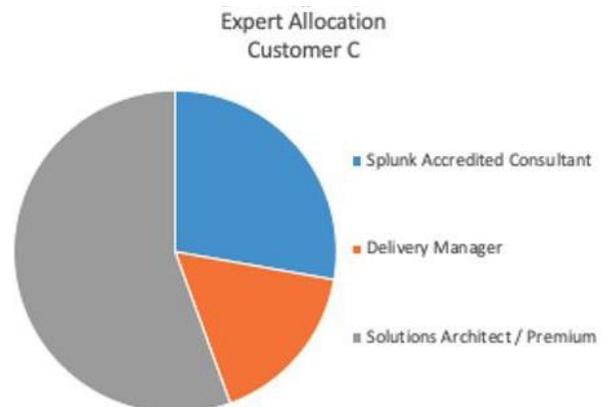
**Team:** Solutions Architect, Splunk Accredited Consultant, Delivery Manager



### Customer Scenario C: Experts for Complex Apps

- Security or IT Operations strategy and advanced workshops (Solutions Architect / Premium Consultant)
- Standard Architecture
- Premium App Install such as Enterprise Security or ITSI (Splunk Accredited Consultant, Solutions Architect / Premium Consultant)
- Mix of Common and Unique Data Sources (Splunk Accredited Consultant)
- Building out Security or IT Operations use cases (Associate Consultant, Splunk Accredited Consultant)

**Team:** Solutions Architect, Splunk Accredited Consultant, Delivery Manager



### Prescription with Built in Flexibility

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.

### Prescription with Built in Flexibility

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](#).