splunk>

Unleash the Power of Knowledge with Splunk Professional Services

Change happens fast. Unexpected disruptions from cyber threats and service incidents can occur in the blink of an eye, potentially damaging an organization in unanticipated ways. Digitally resilient organizations proactively get ahead of major issues, respond rapidly to incidents that inevitably occur, and pivot quickly when the environment demands it. That's why the world's most known and trusted organizations have chosen Splunk as a partner along their digital resilience journeys.

Resilience, let's build it together

Splunk's Unified Security and Observability Platform helps customers detect, investigate and respond faster to threats and alerts across their organizations. 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 always ready for what's next.

Prevent incidents from becoming major issues with comprehensive visibility into your systems, surfacing key risks and detecting incidents so teams can respond before they become major issues.

Remediate threats and disruptions faster. No matter how effectively you prevent incidents, issues are bound to occur. With Splunk, organizations improve MTTD and MTTR so they can get back up and running faster.

Adapt quickly to new opportunities and reimagine how to serve your customers with confidence. Splunk's comprehensive visibility empowers your organization to pivot while maintaining the security and reliability of your digital systems as you make changes.

Overcoming adversity in a digital environment

Staying out in front of security threats is never easy, but it is becoming less complicated. In 2024, fewer companies—just 53%, down from 66%— say it's harder to keep up with security requirements. That's a step in the right direction, but challenges remain as more organizations strive to prevent major issues, increase visibility across IT and Security infrastructure and accelerate digital transformation.

31%
Have embraced cyber resilience across critical systems.

88%
Report difficulty finding the right talent and skill sets across the spectrum, from high-level to entry-level.

2.24
Months is the average mean time to detect or identify IT issues.

SOLUTION

Partnering with Leading Splunk Experts

It's a small world, but cyber threats are escalating and more frequent, while increased reliance on technologies gives way to system outages and issues. Fortunately, Splunk Professional Services creates a strategic partnership that can guide your teams on how to protect your digital system and reduce alert fatigue, and better understand the interdependencies and the downstream impact of these in your environment.
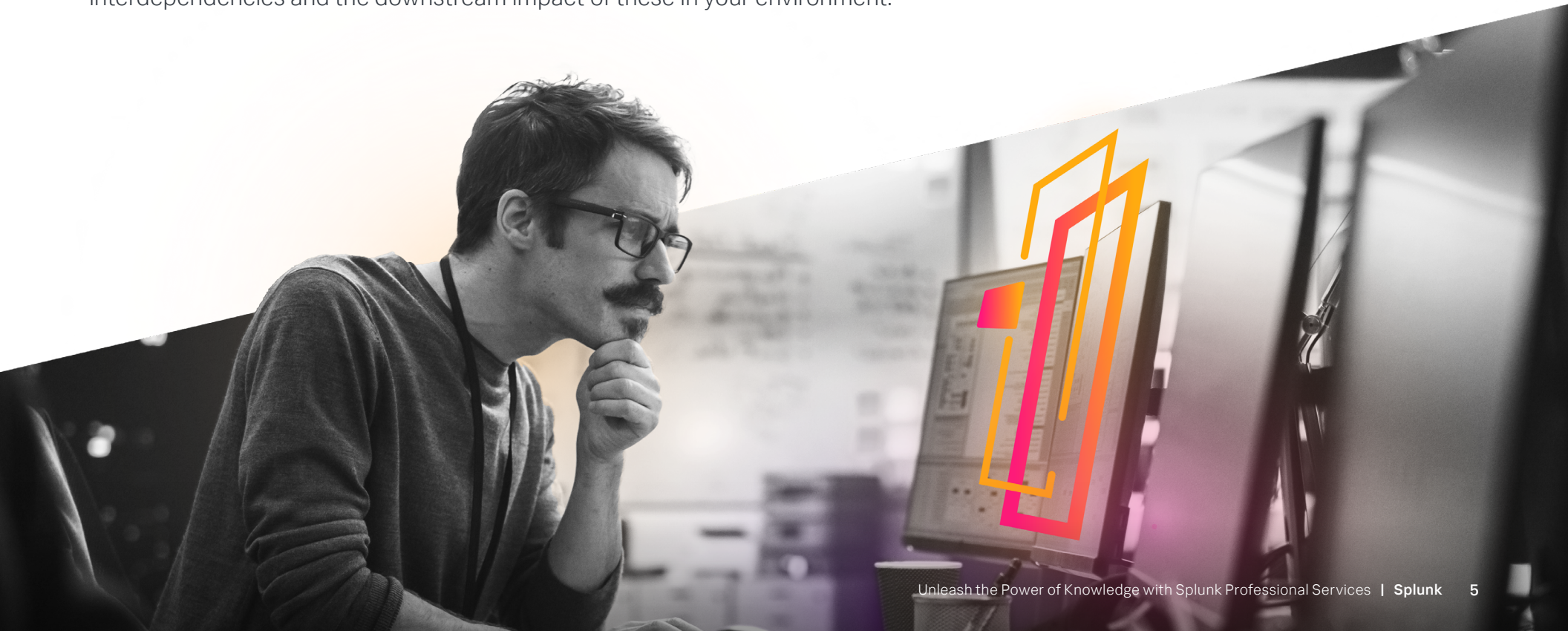
Creating paths for success with Splunk Professional Services

Splunk offers a variety of professional services to support you at every step to help achieve better business outcomes for your organization. These services cover task based help for a specific use case, technical account guidance and/or management as well as advisory services, up to developing consultative customized solutions including:

Access to task-based help

- OnDemand Services (ODS)

Drive adoption and productivity

- Accelerators

Partner with trusted advisors

- Assigned Expert (AE)
- Value Boost
- Technical Account Manager (TAM)

Customize your deployment

- Implementation Services and Integration Services
- Professional Services for Industries
- Custom scoped SOW consultative engagement

These services are tailored to align to your business goals/objective and are prescriptively mapped based on your infrastructure and requirements for your Splunk application. Our experts create a technical baseline and drive a series of outcome-focused assessments aimed at understanding your existing environments to provide outcome-driven feedback and solutions tailored for your needs.

Every customer's journey looks different. Whether you're just onboarding and managing your initial deployment or you're undergoing large-scale transformations, Splunk is with you from start to finish. Our teams are committed to you realizing the most from your Splunk investment for unparalleled visibility across your entire digital footprint.

Looking for trouble.

OnDemand Services

Get technical guidance for use case based task engagement with an OnDemand Expert.

Splunk OnDemand Services (ODS) provides help anywhere, anytime on your Splunk journey— from planning and implementation to scaling adoption and use case optimization. Whether you're just starting out or deep into your maturity journey, Splunk OnDemand experts provide one-on-one, consultative advice and task-based technical guidance. All rolled into one guiding force to get you where you need to be.

Whether it's conducting a readiness assessment to prepare for a migration to Splunk Cloud Platform or a system upgrade, doing an architecture design review, creating a dashboard, providing configuration guidance, or thinking about your next Splunk use case.
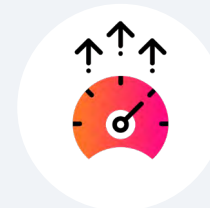
As part of your Splunk license agreement, you may receive a set number of ODS credits for technical guidance per quarter.
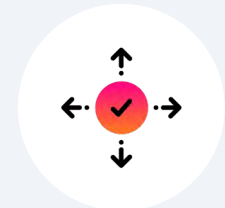
Plan

Implement

Use/Adopt

Optimize/Scale

Hear what our customers have to say

"It took only two short calls for our Splunk consultant to quickly diagnose and provide direction to overcome the technical challenges we faced. Our Splunk expert clarified intent and value of a handful of Observability features, showed us how to get additional value out of the product, and provided links to other technical docs and resources to guide us. The expertise and guidance helped get us unblocked in a couple of areas and gave us the insights and ideas needed to explore and embed observability into our services."

– Nathan Aker, Director of DevOps, TalentReef

Value Boost

Benefit from a designated ODS consultant for proactive services engagement.

Value Boost is a combination of reactive and proactive engagements delivered by Splunk product experts, to help you optimize performance of your Splunk environment, mitigate platform risk and provide an expedited experience for all of your technical advisory questions. As part of this service, you get access to a designated ODS consultant that is familiar with your environment and can provide direct and expedited guidance for all your technical inquiries.

Technical Account Manager (TAM)

Tap into a designated platform advisor for comprehensive technical and domain expertise.

The TAM service aims to maximize your Splunk return on investment (ROI), drive optimal performance of your environment, mitigate your risk and blindspots, and provide a personalized support experience that accelerates issue resolution as well as enhance your Splunk Success Plan. The TAM is a designated high-touch advisory resource providing you with comprehensive technical and domain expertise to advocate for your needs, reduce technical risk, improve uptime, and accelerate your business outcomes.
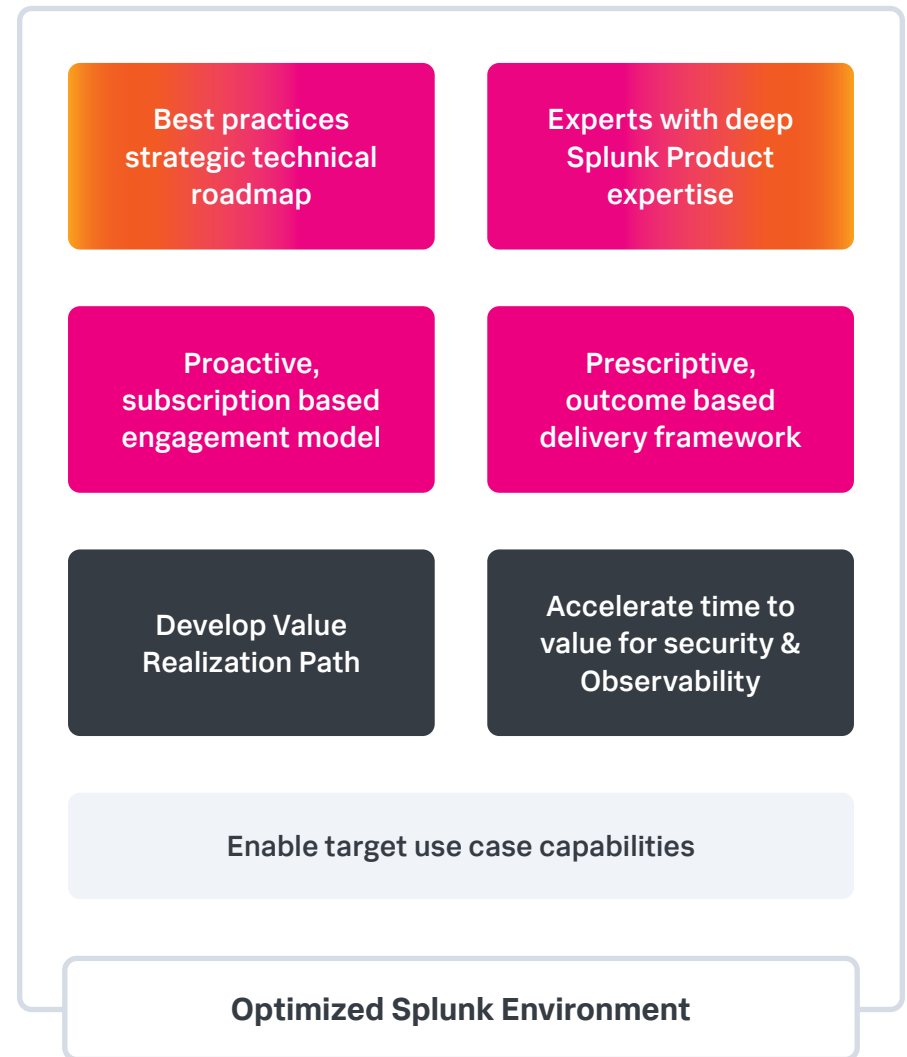
Assigned Expert (AE)

Get strategic guidance at every step.

Our Assigned Expert service is your subscription to success with Splunk, helping to address the cyber talent gap and your fast pass to maximizing value from your investments in Splunk.

From a strong understanding of your technical environment to avoiding common pitfalls and mitigating risk, Assigned Experts have the insider knowledge, deep insights, and best practices to help protect and maximize results.

Travelport Customer story

Whether just starting your journey or deep into it, Splunk's Assigned Experts are here to fast-track your path to success.

Best practices strategic technical roadmap

Experts with deep Splunk Product expertise

Proactive, subscription based engagement model

Prescriptive, outcome based delivery framework

Develop Value Realization Path

Accelerate time to value for security & Observability

Enable target use case capabilities

Optimized Splunk Environment

Accelerators

Jumpstart your implementation with Splunk 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.

Implementation Services and Integration Services

Drive the outcomes you need with integration and implementation focused professional services from Splunk technical experts.

Splunk Implementation and Integration Professional Services offerings for Platform, Security and Observability whether Enterprise (on-prem), hybrid or Cloud, provide you with a jump start for adoption to ensure your deployment is stable, meets 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 outcomes you need to support your digital resilience journey.

Professional Services for Industries

Tap into guidance and advisory services from industry-focused experts to help you innovate and adapt quickly to meet your business challenges.

The rapid evolution of technology is presenting formidable challenges for organizations across the globe. This complexity obscures visibility, making it difficult for defenders to detect, investigate, and respond to unseen threats. Splunk Professional Services provides packaged solutions that address your industry challenges and use cases. From financial crime and loyalty fraud abuse prevention to operational monitoring of IT systems, we've got you covered.

Transformation made simple

Over time, technical environments often become increasingly complex or inflexible, depending on how solutions were architected, and technical debt may limit your organization's ability to tackle more transformational things. Splunk Professional Services can help re-architect solution design or consolidate multiple data sources, services, applications, and tools to make everything and everyone work together more seamlessly.

For enterprise customers tackling more complex challenges, customized security and observability consultative engagements and migration to the cloud, Splunk offers the strategic guidance needed to **optimize solutions** and **discover new use cases and capabilities** increasing your level of operational maturity, achieve outcomes faster and enable enterprise resiliency to keep pace with a dynamic threat landscape.

The Power of Splunk Professional Services

Splunk Professional Services cover a wide range of offerings that meet the needs for our customers wherever you are in your journey to onboarding, adoption and integrating our Splunk platform as well as our security and observability products and applications.

We don't just talk the talk, we walk the walk. We scale up and down to meet you wherever you need assistance or training and turn customers into Splunk product experts.

Learn more about Splunk PS.