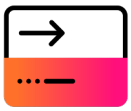
Splunk Enterprise Platform Upgrade

Navigating your Splunk Enterprise upgrade journey

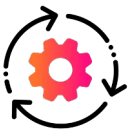
Businesses must keep their software up to date to stay ahead of the competition. Upgrading software is crucial for boosting performance, enhancing security, and accessing the latest features. However, navigating the complexities of software upgrades can be challenging. Introducing the Splunk Enterprise Upgrade offering! The Splunk Enterprise upgrade offering includes two primary phases: (1) an assessment phase followed by (2) actual hands-on implementation of the upgrade in your environment.

Stay ahead of potential threats and maintain a robust, secure IT environment.



Gain access to the newest features and functionalities.

Enable your business to leverage cutting-edge technology, driving innovation and operations efficiencies.



Mitigate risk through a best-practice approach to upgrades.

Offering Packages

The offering will be available in three packages: **Mini, Base and Standard:**

- Mini is structured as an assessment-only offering that includes capturing customer requirements, understanding the existing environment, performing a health check, creating a remediation plan, and developing an upgrade implementation plan. There will be no hands-on upgrade for the Mini package.
- Base and Standard build on the Mini and include actual upgrade implementation in your environment. Base is a good fit for customers with <5TB of ingest, and Standard is a good fit for those with >5TB ingest. All packages will cover both clustered and non-clustered environments.

The Splunk Enterprise Platform Upgrade offering will be limited to upgrading Splunk Enterprise only. Upgrading premium applications like Enterprise Security (ES) or IT Service Intelligence (ITS) will require a custom-scoped engagement.

Key Benefits

- Ensure that your upgrade aligns with best practices, improving performance, security, and functionality while minimizing disruptions to operations.
- This service is tailored to meet your organization's unique and operational requirements as efficiently and effectively as possible.
- You are not just a service recipient but an active participant throughout the upgrade process. This collaborative approach ensures that you not only gain valuable insights into Splunk best practices and optimization strategies but also actively contribute to the success of your upgraded Splunk environment.

What to Know about the Splunk Enterprise Platform Upgrade

Offering at a Glance	
Designed for	• Existing Splunk Enterprise customers
Key Prerequisites & Assumptions[1]	• The customer environment meets the requirements for the new version of Splunk • The customer has allocated the necessary resources for the upgrade process • The stakeholders are available for decision-making and confirm priorities • All required Splunk apps and add-ons are supported in the new version • The customer is aware and agrees to any necessary downtime for the upgrade
Project Team	• Splunk accredited Architect • Splunk accredited Consultant

What We'll Do and Deliver

Assessment and Findings

It starts with up to a week of a Solutions Architect (aka Senior Consultant). During this period, the consultant will conduct a thorough review of your current Splunk deployment, assess the readiness for the upgrade, and perform the necessary steps to execute the upgrade. You will receive a detailed report outlining the upgrade process, highlighting any risks, and offering recommendations for ongoing optimization post-upgrade. The remaining engagement time will be used to address the your highest-priority post-upgrade actions collaboratively.

Hands-on Implementation

The hands-on portion of the Splunk Enterprise Upgrade Offering involves executing the upgrade plan by upgrading core Splunk components, including indexers, search heads, forwarders, and deployment servers, following the sequence identified and documented in the upgrade plan. As part of this, the consultant will update Splunk-supported apps and add-ons (TAs) identified in the statement of work. Configuration adjustments will be made as needed to resolve compatibility issues and optimize the system for the upgrade.

Once the upgrade is complete, the consultant will monitor and validate data flow, ensuring that data ingestion, indexing, and searches function. Additionally, any new features enabled by the upgraded version will be configured and validated based on the customer's requirements.

The consultant will troubleshoot and resolve any issues throughout the upgrade process, ensuring the system is stable. The engagement will conclude with a final system review, documenting updates and optimizations of the upgraded Splunk environment to the customer.

[1] A complete list of prerequisites and assumptions will be detailed in a Statement of Work document as part of the Splunk transaction process.

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.