



# Accelerate Your Resilience Journey with Splunk Success Plans

Accelerate your time to value with Education and OnDemand Services credits included in your Splunk Success Plan.

- ✔ We meet where you are in your adoption journey with a personalized approach to help you learn and get the most value out of our product
- ✔ We ensure your team(s) have a path to continuously learn/grow their Splunk skills
- ✔ We prescribe the right products & services aligned to your desired outcomes
- ✔ We identify opportunities of untapped usage or value to help drive digital resilience for your organization

## What are Splunk Success Plans?

Splunk Success Plans provide your organization with additional resources that can greatly speed up your team's ability to take advantage of all of the capabilities of Splunk products.

Success Plans offer customers Education and OnDemand Services (ODS) credits to support adoption and knowledge of Splunk applications.\*

The right level of support with the tools and resources you need to be successful with Splunk

### Standard Success Plans Include

<p><b>Support</b> Standard</p>	<p><b>OnDemand Services</b> 10 ODS credits per quarter</p>	<p><b>Education</b> 700 EDU credits per year</p>
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Get the right level of support and guidance with tools and resources from Splunk experts

### Premium Success Plans Include

<p><b>Support</b> Premium</p>	<p><b>OnDemand Services</b> 30 ODS credits per quarter</p>	<p><b>Education</b> 2500 EDU credits per year</p>
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**Education**  
Education credits help equip your team with the knowledge and skills to better leverage Splunk across our entire platform.



## OnDemand Services

ODS credits help provide advisory services to your Splunk users across a number of tasks.

## Success Plan Enhancements (Add-Ons) fast-track your success with Splunk.

### Technical Account Manager

A designated high-touch technical advisory resource providing a comprehensive technical and domain expertise to advocate for customer needs, reduce technical risk, improve uptime, and accelerate business outcomes.

<p><b>Key Features</b></p> <ul style="list-style-type: none"> <li>• Designated strategic Platform Architect</li> <li>• Direct access to Sr. Support Engineers</li> <li>• Tailored education planning and coaching</li> </ul>	<p><b>Customer Benefits</b></p> <ul style="list-style-type: none"> <li>• Elevated, proactive advocate to work on customer's behalf</li> <li>• Elevate Education experiences with process to support customer needs</li> <li>• Personalized coaching based solely on customer needs with using Splunk</li> </ul>
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### Value Boost

Designated OnDemand Services (ODS) consultant for proactive services engagement and hands-on engineering to support customers when needed within a 1 year time period.

<p><b>Key Features</b></p> <ul style="list-style-type: none"> <li>• Named technical advisory Platform consultant</li> <li>• One proactive outcome focused service engagement within a 90 day period</li> <li>• Expedited triage support from a named expert familiar with your environment</li> </ul>	<p><b>Customer Benefits</b></p> <ul style="list-style-type: none"> <li>• Designated technical resource who knows customer's environment</li> <li>• Ensure the Splunk instance is well-managed to improve ingestion performance &amp; search runtime</li> <li>• Optimize cost to derive more value out with reduction in SVC usage</li> </ul>
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## Optimize your Success with Splunk

### Maximize Value

Close Collaboration, Mutually Agreed Milestone & Success Criteria

	<p>Success Management to help drive your digital business objectives</p>
	<p>Education and OnDemand Services planning and guidance</p>
	<p>Value Realization from your Splunk Applications that drive better outcomes for your organization</p>

### Explore Splunk Success Plans

[Learn more](#)

\* Customers qualify for a Success Plan based on eligibility criteria listed.  
**Splunk Platform (cloud or on-prem term)** minimum purchase of 250GB, 50 vCPU or 20 SVC.  
**Observability Cloud Enterprise Edition**\*\*\* minimum purchase of 200 Infrastructure hosts, 100 Infrastructure and Application hosts or 100 End to End hosts.  
**Splunk Platform (cloud or on-prem term)** minimum purchase of 1TB, 100 vCPU or 50 SVC.  
**Observability Cloud Enterprise Edition**\*\*\* minimum purchase of 500 Infrastructure hosts, 300 Infrastructure and Application hosts or 300 End to End hosts.

\* Only the products and editions listed in this table are eligible for ODS and EDU credits as part of success plans. For legacy Success Plans purchased prior to Sep 30, 2022 please refer to our legacy [Success Plan table](#).  
 \*\* Customers also have the option to purchase the same Splunk product with a Standard Success Plan instead.  
 \*\*\* All Carte and Commercial Edition Observability products do not include ODS or EDU credits.