

# Value Boost

Upgrade your Splunk Success Plan

## Driving a Faster Outcome Experience

Value Boost enhances your [Success Plan](#) by providing you with a Designated OnDemand Services (“ODS”) consultant for quicker reactive advisory response and a proactive services engagement that combines product advisory and hands-on services to support you with help when you need it throughout the year. Whether your focus is deployment health or driving incremental value from Splunk, we have you covered. The Splunk Value Boost service also includes a 90-day proactive assessment-led services engagement which is designed and tailored to help you accelerate and realize important business outcomes.

## Key Objectives

The Designated ODS consultant aims to provide you with a personalized support experience expediting advisory response for your technical inquiries and the proactive services engagement aims to maximize your Splunk return on investment (“ROI”), drive optimal performance of your environment, and/or mitigate your risk and blindspots.

## Delivered Results

Customers who leveraged the proactive services engagement reported the following outcomes:

<b>Optimize Cost / ROI</b>	<ul style="list-style-type: none"> <li>• Reduction in Splunk Virtual Compute (“SVC”) usage by implementing best practice configurations &amp; optimizing searches</li> <li>• Less disk space required by improving high search runtime</li> <li>• Time savings resulting from direct contact with a proactive services advisor</li> <li>• Increased efficiencies with implementing or enhancing deployment automation strategies</li> <li>• Maximized ODS credits for more complex tasks</li> </ul>
<b>Mitigate Risk</b>	<ul style="list-style-type: none"> <li>• Reduction in high search latency execution which resulted in on-time security alerts</li> <li>• Fewer blocked queues which resolved delayed and skip search issues that introduced security risk</li> <li>• Created a new Role Based Access Control (“RBAC”) structure with template roles designed to prevent system resource waste that can drive up SVC utilization and potentially cause outages</li> <li>• Reduction in Mean Notable Resolution Time for Enterprise Security Notables</li> </ul>
<b>Improve Performance</b>	<ul style="list-style-type: none"> <li>• Reduction in data quality issues which reduced indexing workload to improve ingestion performance &amp; search runtime</li> <li>• Improved the user experience across teams by decommissioning/optimizing a number of searches which reduced peak CPU utilization</li> </ul>

# What We'll Do and Deliver

## The Designated ODS Consultant

### Knows Your Environment

A Splunk ODS consultant will execute an annual review of your environment to stay familiar with your environment. This will allow for expedited advisory assistance through the year.

### Provides Direct Reactive Advisory Assistance

You will have direct access to your Splunk ODS consultant to vet your technical inquiries prior to opening a case for live call assistance. This will allow for quicker advisory assistance and potential resolution without the need to open a case and execute a live call ultimately saving you time.

### Opens a Case On Your Behalf

Depending on the complexity of the technical inquiry, a case may be required for live call assistance. Your Splunk ODS consultant will make this recommendation when appropriate which will leverage your quarterly allotment of ODS credits available. Live call assistance is limited to ODS credits available per calendar quarter on your existing ODS entitlement.

### Technical Ability

Your Splunk ODS consultant specializes in Splunk Enterprise and Cloud and will be able to field these technical inquiries directly. For Splunk products outside Enterprise/Cloud, your Designated Splunk ODS consultant will leverage the Splunk ecosystem for initial triage of your inquiries.

## Proactive Services Engagement

Proactive services engagement includes two major components: (1) Outcome Planning delivered by a Splunk Product Advisor and (2) Outcome Execution which is 10 days of hands-on execution of the action plan delivered by a Splunk engineer.

### Outcome Planning

A Splunk Product Advisor will execute a 30-day planning cycle that results in the development of an outcome action plan.

#### Discover

Kickoff to align on your business goals/objectives, and your existing use of Splunk, technologies employed, data being ingested, architecture set up of instances, use cases being applied, and overall infrastructure.

#### Assess

We'll execute a technical baseline and series of outcome focused assessments aimed at understanding your existing environment.

#### Action Plan

We'll provide a detailed outcome focused action plan which includes key findings and a list of priority remediation and enhancement actions aimed at helping you achieve specific outcomes.

## Outcome Execution

The Splunk Product Advisor and hands-on engineer will execute the action plan developed during outcome planning.

### Hands-on Engineering

During this 90-day engagement, you have access to up to 10 days of hands-on engineering available for executing key elements of the action plan. The Splunk Product Advisor will recommend what actions are best suited for these days, will coordinate hands-on engineering engagement, and oversee the progress.

### Continued Advisory & Knowledge Transfer

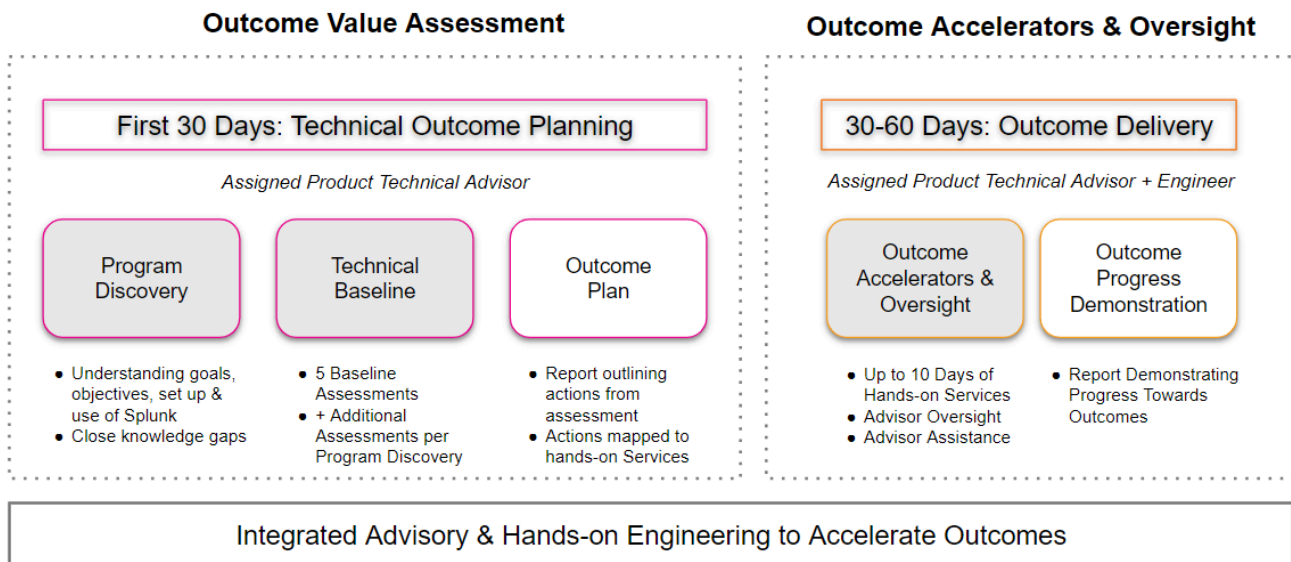
The Splunk Product Advisor will work with you up to 8 hours a week during the 90-day engagement on additional key elements of the action plan to maximize outcome progress as well as help you understand best practices and processes to continue to develop your organization's ability to build and develop your use of Splunk.

## Outcome Demonstration & ODS Handoff

At the end of the 90-day engagement, the Splunk Product Advisor will demonstrate progress towards achieving your select outcomes as well as provide leave behind documentation outlining remaining action items for your continued use.

The Splunk Product Advisor will include your Designated ODS consultant in the close out meeting to plan the use of ODS credits for continued assistance on remaining action plan items.

## Proactive Services Engagement Flow Example:



## Product Flexibility

For the proactive services engagement, you have flexibility to choose one product of focus that is best suited to help you achieve your desired outcomes.

- Splunk Platform (Enterprise/Splunk Cloud)
- Security w/ Enterprise Security (“ES”) focus
- Security w/ Security Orchestration Automation and Response focus
- Observability w/ IT Service Intelligence (“ITSI”) focus
- Observability w/ Observability Cloud, Infrastructure Monitoring, Application Performance Monitoring, Log Observer, RUM focus

## What's Included:

Annually, you receive access to your Designated ODS consultant for reactive technical inquiry response and one proactive services engagement that includes access to a Product Advisor for 90 days and up to 10 days of hands-on engineering that can be leveraged during the 90-day proactive services engagement.

## Dedication Level and Availability:

Direct access to the Designated ODS consultant shall be made through email or other agreed upon form of communication with best effort response within 24 hours. Direct access to the proactive services engagement's Product Advisor shall be made through regularly scheduled remote sessions or ad hoc remote requests with best effort response within 48 hours. Remote access is limited to local business hours 8:00 am to 5:00 pm Monday through Friday in the region where the Splunk expert is located unless otherwise agreed upon. Splunk expert access is not available during local holidays, weekends, and planned time off.

The Designated ODS consultant and proactive services engagement's product advisor assists multiple customers during local business hours. While the Designated ODS consultant is out of the office during a normal working day, a customer may open an [OnDemand Services](#) request if they are entitled. Availability of non-English and cleared assistance is based on Splunk resource availability and may not be available in all regions.

## Terms and Conditions

Value Boost Services ("VBS") is an annual subscription unless expressly agreed otherwise, and consumption of such subscription can be used only for items specifically listed in this Service Datasheet, and not for any other purpose. VBS is available as an add-on purchase option for [Success Plan](#) and [OnDemand Services](#) customers.

VBS provides up to five Customer contacts a Designated ODS consultant for reactive technical inquiry response. Technical inquiry response is typically less than 30 minutes focused on answering quick questions and scoping or diagnosing an issue prior to opening a case. Designated ODS consultants will open a Splunk Support case or OnDemand Services case on Customer's behalf when required.

VBS provides one proactive services engagement for every 12 months of Customer contract. Contract segments that have less than 12 months will not receive the proactive services engagement. The service includes access to a remote Product Advisor up to eight hours per week for 90 days and up to 10 remote days of hands-on engineering that can be leveraged during the 90 day proactive services engagement. The 90 day engagement starts from the engagement kickoff which will occur shortly after Customer redeems the service. At the end of the 90 day period, these services will expire, with no carry over.

Splunk's ability to deliver these Services is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, additional Splunk implementation services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any subscription days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the VBS engagements are governed by the Configuration and Implementation Services Agreement ("**C&I Services Agreement**") [[http://www.splunk.com/en\\_us/legal/professional-services-agreement.html](http://www.splunk.com/en_us/legal/professional-services-agreement.html)] except for the payment, refund and credit terms identified above shall control for the VBS. In this Datasheet all mentions of "Customer" shall refer to the party in the applicable C&I Services Agreement or services agreement with Splunk. All references to SOWs in the C&I Services Agreement mean this datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.

