

Assigned Expert Service

Maximize your Splunk investment with an Assigned Expert.

Splunk has you covered with an Assigned Expert (“AE”)

The mission of the Assigned Expert is to help Splunk customers win with **faster time-to-value**, **proactive use case enablement**, and **capability maturity**. Using Splunk’s best practice delivery framework, the Assigned Expert will create a custom “**Value Realization Path**” targeted for your business goals, environment, and capabilities.



Splunk Product Expert

Senior technical resource

Deep product-specific expertise



Value Realization Path

Value based technical delivery framework

Targeted to stage in Splunk Journey



Outcomes

Accelerated time-to-value

Capability development

Optimized environment

Value Realization Path Overview

Value Realization Paths are Splunk’s best practice delivery framework for delivering customer outcomes, and provide the following benefits to our customers:

- Clarify **target outcomes upfront** to ensure alignment between the customer and AE
- Apply **Splunk’s latest thinking** about product best practices and use cases
- **De-risk delivery** with a standard methodology to deliver with excellence on every engagement

Assigned Experts are available based on area of Splunk product expertise. Experts with focus on our two key product areas are available for:

- **Security**
- **Observability**

Get the guidance and support you need

Realize improved business outcomes by leveraging our best practice methodologies and comprehensive solutions expertise. AE guides customers in the planning, coordination, implementation, and optimization of your Splunk Security and Observability applications to maximize your ROI across your organization.

No matter where you are in your journey with Splunk, an AE can help customers to:

- **Accelerate:** Deliver use case and drive initial value, by applying product best practices
- **Optimize:** Fine-tune the environment to optimize for performance and cost and de-risk the deployment
- **Discover:** Uncover new, high value use cases to create additional value

Key Artifacts and Deliverables

Splunk Assigned Experts deliver a Value Realization Path over 3 phases: Assess, Plan, and Realize.

Value Realization Path

Assess	Plan	Realize
<ul style="list-style-type: none">• Capability maturity assessment• Environment + team assessment• Data gap analysis	<ul style="list-style-type: none">• Prioritized business use cases• Target business outcomes• Technical roadmap	<ul style="list-style-type: none">• Tactical execution plan and timeline• Use case enablement• Capability maturity realization

Interested in Learning More?

The AE Service is a subscription service that provides a Senior Technical, Product Specialist Resource. No Statement of Work is required to get started.

To learn more, visit www.Splunk.com/ProfessionalServices

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.

Terms and Conditions

1. Outcomes shown were realized by actual Splunk customers and not every customer will realize similar outcomes. Realization of these outcomes are dependent on many factors including state of the customers' environment, skill level of customer personnel, Splunk product(s) being used and many other factors. The figures in this table are used to show examples of the types of outcomes customers can realize and is it not a guarantee for all customers.



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