OnDemand Services Datasheet

Services. What you need. When you need it.

Splunk OnDemand Services provides you with a technical expert in your Splunk journey.

The OnDemand Services (ODS) program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand allows you to choose from a predefined service catalog with task offerings for Core, Security, or IT Use Cases.

Key Features & Benefits	
Extensive Catalog	70+ admin and expert level tasks available to request.
Full Splunk Product Coverage	Get in touch with Splunk's experts for help on your Splunk product deployments.
No Statement of Work (SOW) required	Hassle-free advisory help when you need it.
Direct One-On-One Help and Consultation	Have a quick question for a Splunk Expert? Utilize the "Ask an Enterprise Expert" task to set you on the right track.
Quarterly Expiry	Credits expire every quarter, so you have time to decide what to use them on.
Purchase Additional Credits as Needed	Want more credits per quarter? Purchases can be made in blocks of 10 credits per quarter. Please reach out to your account team for more information.
Value Boost Add-on Available	Get access to a Designated ODS consultant that is familiar with your environment and can provide direct and expedited guidance for your Splunk environment.

How It Works

Access to OnDemand Services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the Service Catalog for each product:

- Splunk Core - Enterprise, Splunk Cloud
- Enterprise Security (ES), UBA
- SOAR, Mission Control
- Splunk Intelligence Management
- ITSI, IT Cloud
- Observability Cloud, Infrastructure Monitoring, APM, Log Observer
- Splunk Synthetics
- On-Call

The number of credits available to you is determined by either your Success Plan service level or the number of standalone credits purchased. If you purchased a Success Plan, please review this Success Plan table or order document to understand your subscription level. If you would like to purchase this program outside of the Success Plan program or are interested in increasing your quarterly limit of credits, please contact your account team.

How to Access the Service

OnDemand Services are requested by navigating to the Splunk Customer Support Portal and creating an OnDemand service request. OnDemand Services are scheduled and handled by a team of remote Splunk Technical Consultants, and as such, it is not generally possible to request a specific consultant to complete a given task. Typically, we expect to respond to most requests within 3 business days.

OnDemand Services are available during standard business hours (9 am-5 pm), Monday through Friday in the time zone of the customer's main operations. All OnDemand Services are delivered in English unless agreed otherwise.

How to Get Help

Review this FAQ for answers to common questions. You can also reach out to your account team or the OnDemand team directly at ondemand@splunk.com with questions, to report an issue with the portal, or to escalate a request.

Splunk Value Boost Add-On

Value Boost enhances your ODS experience by providing you with a Designated ODS Consultant for expedited advisory response, a proactive services engagement that combines product expertise, and hands-on services to support you when you need it the most. Examples of benefits customers have seen from the Value Boost service include:

- A front door to both OnDemand and Technical Support
- Time savings, as triage sessions are typically delivered the same day
- Maximization of ODS credits for more complex tasks

Datasheet: Value Boost

Need more help? Add on a Technical Account Manager or an Assigned Expert to be your expert guide to optimize your Splunk environment.

Splunk Value Boost, Technical Account Manager and Assigned Expert are not included with the OnDemand Services and are subject to additional fees. For more information on these services, please contact splunk.com/asksales

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 your Splunk account team or email us at sales@splunk.com.

Terms and Conditions

All OnDemand Services are annual subscriptions unless agreed otherwise. OnDemand Service Credits ("Credits") can only be used for items specifically listed in this Service Catalog and not for any other purpose. The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased. Credits are made available on a quarterly basis and are only available for use during the corresponding quarter (Credits expire at the end of the quarter and any unused quarterly Credits do not carry forward, and there are no refunds for Credits not used). Quarters are based on calendar quarters (starting January 1, April 1, July 1, October 1 respectively). When an annual subscription starts during a calendar quarter, Credits available during the first and last partial quarters will be prorated accordingly.

The number of Credits listed for a service item establishes the number of hours of service we will perform for such service item, as follows: Two (2) Credits provides service for up to (2) hours; Five (5) Credits provides service for up to (4) hours; Ten (10) Credits provides service for up to (8) hours; Twenty (20) Credits provides service for up to (16) hours; and Thirty (30) Credits provides service for up to (24) hours. However, if the work required for an item takes longer than the aforementioned designations, Splunk reserves the right to require the use of additional Credits, and Splunk reserves the right to make such determination.

SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS FACT SHEET. These OnDemand Services are governed by the Configuration and Implementation Services Agreement ("C&I Services Agreement") 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 OnDemand Services. In this FACT SHEET 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 FACT SHEET. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.