



Support Services

Expert On-Site

✓ Personal contact with an expert

✓ Regular support on the platform

✓ Best Practices, tips & tricks from experts

Are you looking for regular support on your Splunk platform? Do you want periodical assistance from an expert at your office? Or are there sometimes questions you would like to discuss in person?

With our Expert On-Site service, at least once a month an SMT consultant visits you to solve potential problems and answer your questions. Our experienced consultants respond to your user requests and solve your technical issues in a heartbeat.

The Expert On-Site service is an annual contract with a prefixed number of days on which our consultant visits your office. These days are mutually agreed and planned before the start of the contract. On those days the consultant will work on activities as prioritized by you.

These are tasks related to the Splunk Enterprise platform. This could be a complex query or question, such as support in visualizing data, problems when onboarding certain data sources in Splunk or issues concerning regular management of the platform.

The questions and issues can be shared with us beforehand, to make sure the consultant can start immediately and time is used effectively.

At the end of each day you will receive a Site Visit Report with the executed activities and which items will be on the backlog for the next visit.

Obviously, it is no problem to ask the consultant additional Splunk related questions if the action list of that day is completed before the end of the day.

The number of days may vary depending on the contract:

- 12 days (1 day a month)
- 24 days (2 days a month)
- 26 days (every other week)
- 36 days (3 days a month)
- 48 days (4 days a month)
- 52 days (1 day a week)

**Want to know more?
Contact our experts!**