![avocado logo]

Take charge of your Splunk Platform

Making sure you are getting maximum value from your Splunk environment as well as ensuring it's up-to-date and secure can be challenging.

How do you get more out of Splunk without increasing your cost base?

Is your Splunk platform keeping you secure and providing you with accurate and timely information?

Is your Splunk platform secure and aligned with industry best practice?

Avocado works with you to provide a set of support options that ensures you get the best return from your investment.

Our team of certified experts ensure your environment follows industry best practice and will use your existing data inputs more broadly across the business to increase your platform's value and deliver economies of scale.

Whether your Splunk environment is on-premise, or in the Cloud, our services will support you in the deployment, management, and maintenance of your platform.

You will have the flexibility to design the service to perfectly match your requirements. You can either purchase a bucket of days to use as needed throughout the year or engage our fully managed service offering. Our solutions are designed to enable future independent growth by ensuring essential domain knowledge is retained in your organisation.

We offer:

· Flexible payment models
· Tailored solutions
· Accredited Splunk architects
· Industry best practice delivery

Choose from: Avocado Green Support or Avocado Gold Management models.

Avocado Green Support: This is our bucket of days model, designed to augment your existing team with Avocado certified Splunk professionals to support your organisation during business hours.

Avocado Gold Management: This model provides complete management of your Splunk platform, with our certified professionals working with you to provide end-to-end management of your environment. Operating either on-site or working remotely, Avocado supports your business and operational needs, including an optional 24x7 on-call service.

Premium Applications

Our certified specialists can deploy and support the following applications under both Avocado support models.

· Splunk Enterprise Security
· Phantom
· IT Service Intelligence
· VictorOps
· SignalFX

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Delivery Model	Green Support Bucket of Days to use as required*	Gold Management Full Time Dedicated Consultant(s)
Splunk Certified Consultants	✓	✓
Level 1 and 2 Support	✓	✓
New Data Onboarding	✓	✓
Platform Patching	✓	✓
Custom Knowledge Objects	✓	✓
Standard Reporting	✓	✓
Ad-hoc Training	✓	✓
Splunk Enterprise On Premises	✓	✓
Splunk Cloud	✓	✓
Splunk on Enterprise (private) cloud	✓	✓
Hybrid Cloud / On Premises Solutions	✓	✓
Capacity Management	✓ Upon request	✓ Reports included
New Integrations Support	Optional	✓
Disaster Recovery Support	Optional	✓
Change Management	✗	✓
Custom Reporting	✗	✓
Platform Upgrades	✗	✓
Architectural Planning	✗	✓
Support Hours	Business hours only	Up to 24 x 7
Support for Enterprise Security (ES)	Optional	Optional
Phantom	Optional	Optional
IT Service Intelligence (ITSI)	Optional	Optional
VictorOps	Optional	Optional
SignalFX	Optional	Optional
On Site	Optional	Optional

A deeper look into our offerings:

Green Support

Level 2 Support – Resolution of application, infrastructure, and platform issues. Taking a deep dive into problems, our certified experts will rapidly resolve issues, reducing mean time to resolution and identify root cause.

New Onboarding – The secure onboarding of new data sources, use cases, and applications for monitoring, correlation, threat detection, transaction tracking, management, analysis, and reporting.

Platform Support – Support for custom objects such as dashboards, alerts, and reports. Avocado's Green Support also includes minor version patching, regular platform health and capacity reporting, and recommendations for continuous improvement.

Ad-hoc Training – Tailored training sessions for Splunk users and operations resources across a wide range of topics. Our training topics are unique to Avocado and can be delivered in formal and informal sessions.

Gold Management

Reporting – Delivery and management of standardised and custom reports.

Enterprise Level Management – Management of your Splunk Platform at the Enterprise level including operations and governance in compliance with your organisations ITIL practices, DevOps requirements and Audit policies.

Support for Integrations – Connectivity and maintenance of third-party applications such as ITSM platforms, alerting systems, security platforms, and API based solutions.

Architecture, Planning, and Disaster Recovery – Your Splunk solution will be designed, built, and run to Splunk best practices, including architectural modification and new onboarding. Operational management and disaster recovery planning are included as standard in this offering.

Platform Upgrades – The delivery and testing of all platform upgrades, ensuring your Splunk environment is secure and up to date. Due to accelerated release cycles, regular upgrades will prevent your legacy solutions from being locked in with dependencies.

For more information, contact us on hello@avocado.com.au