

Splunk Health Check Program

A Mission-Critical Necessity

As your Splunk investment grows and your Splunk infrastructure becomes an ever-greater contributor to your company's data-driven decision-making, it becomes ever more important that you be certain that the foundations of your investment are sound and secure. We all know that "Garbage In means Garbage Out" but if you cover up the garbage with enough layers of complicated Search String "soil" and then gloss over that with a beautiful layer of dashboard visualization "paint" and deodorize it with a spritz of Summary Index "perfume", it can become exceedingly difficult to notice when garbage has begun to seep in at the lower levels. Just because things "look OK" on the surface doesn't mean everything is fine. Don't victimize yourself by relying on what Splunk is telling you only to find out too late that you have been lead down a path to disaster because a hidden problem has yielded wrong search results, creating incorrect visualizations, prompting poor decisions, ending in a costly calamity.

How We Do It

Splunxter engineers use our proprietary Splunk app, combined with in-house expertise, to detect, catalogue, and prioritize an action list covering a multitude of possible errors, search inefficiencies, and other "unbest practices" that are degrading your Splunk cluster performance or even mishandling your data which leads directly to incorrect results and erroneous analysis. We then work with your team to resolve these problems and compile a customized "best-practices" document that can form the basis of your internal training for your users to reduce the likelihood of any recurrence. Most customers schedule periodic followups to ensure that things continue to run correctly and efficiently in the future. Any company that has been using Splunk for any length of time probably has so many of these problems that this service will more than pay for itself by rejuvenating your existing infrastructure's performance, leaving your hardware cluster as-is, delaying or even eliminating the large CapEx costs of adding more servers, which is the usual alternative that would otherwise be used to increase (recover) performance.

What We Fix

Your Health Check will identify and help you correct the following common problems, among many others:

- Timestamping Problems (data integrity & performance)
- Configuration File Errors (data integrity)
- Data Retention Oversights (accessibility)
- Wasteful Searches (performance)
- Suboptimal RegEx patterns (performance)
- Misapplied (Index-time vs. Search-Time) Field Extractions (performance)
- Unbounded Forwarding (latency & performance)
- Data Model Drift (data integrity)
- License Violations (accessibility)

How We Bill

Our initial engagement is the same for all clients and includes up to 20 hours of work for \$8000. This is extensible in 4-hour blocks at this ratio upon request by client as necessary to complete the action list compiled by the Health Check. This can be split into multiple sessions with breaks in-between as client's schedules or repair requirements necessitate.

Initial Engagement: **\$8000** for up to **20 hours**

We highly encourage everyone to subscribe to periodic reviews which include up to 8 hours of work for \$1600. Any extension beyond 8 hours will be billed in 4-hour blocks at the "initial engagement rate" (\$400/hour), not at the subscription rate (\$200/hour), which is why we suggest a Quarterly, rather than Annual, subscription.

Subscription (quarterly or annual): **\$1600** for up to **8 hours**