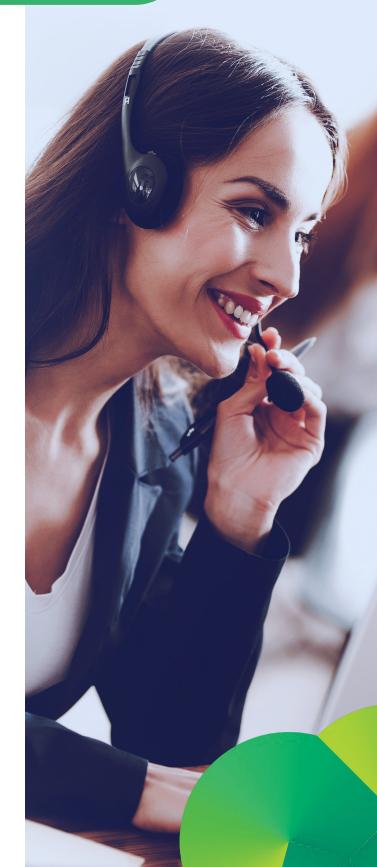# ONGOING SUPPORT FOR YOUR SPLUNK ENVIRONMENT

Keeping your Splunk environment finely tuned and up-to-date

Tesserent (formerly known as Rivium) provides a range of support services options to help you keep your Splunk environment optimised and up-to-date with the latest releases.

For a fixed monthly fee, our engineering team can provide a flexible package of services to ensure you maximise the most from your investment in Splunk.

Our services include a managed service style of delivery for your on-premise or in the cloud environments, and covers everything from:

- version upgrades,
- archiving,
- health checks,
- on-boarding new data sources and
- development of new dashboards and alerts.

splunk>partner+
ELITE
AUTHORIZED RESELLER

MONTHLY SUPPORT CONTRACTS BUNDLED FULL OF FEATURES

Maintenance services

Our maintenance services can be provided on-site, or remotely, on a monthly basis and include the ongoing assessment of your existing Splunk deployment and configurations. This service includes assistance with any major version upgrades to Splunk Enterprise as well as any apps including Enterprise Security and PCI Suite.

Routine health checks

A routine health check by one of our qualified engineers ensures your environment is in good health and behaving as expected. Our engineers assess and provide recommendations on performance issues, capacity planning, urgent patches, license usage, and validation of dashboards and data sources.

On-premise managed service

Our on-premise managed service provides you with a certified Splunk engineer to manage the day to day operation of your Splunk environment. From 1-5 days per week, our engineer will provide our support services along with ongoing assistance to on-board new data sources and develop new and useful dashboards, consoles and alerts.

Cloud managed service

Partnering with Splunk and Amazon Web Services, Tesserent can provide you with a Splunk environment in the cloud for a fixed monthly fee. This service includes Splunk Licensing and Apps as well as our ongoing managed services to provide you with a full featured Splunk environment for your business.

Part-time resources

If you have a Splunk project underway but are having trouble finding the right resources, Tesserent can assist with sourcing the right person to keep your project on track. With flexibility in mind, we can provide expertise for as little as several days per week or contract resources for short and long term projects.

Technical support supervision

Raising a support ticket with the vendor can often be a difficult process. Tesserent understands Splunk's processes well and can raise support tickets on your behalf and supervise the issue resolution from start to finish, allowing you to attend to more pressing issues.

Connect with our Security Expert