

MANAGED SPLUNK ENGINEERING SERVICE

Plugging the IT skills gap

By 2022 it is expected that there will be a skills gap of 350,000 workers in Europe. However it's not only Europe that is suffering, there have been many reports in the media around the global shortage of essential cyber and IT skills within organisations and how this is inflicting calculable damage. Today the world is at war with the cybercriminals and right now there simply are not enough skills to fill the gap. And, to compound matters the regulators are clamping down on malpractice and new regulation like GDPR coming into force will only put more pressure on already scarce resources.

The IT skills gap and your SPLUNK deployment

Many organisations who have deployed or are thinking about deploying Splunk into their environment for either cyber related projects and cyber security analytics, operational intelligence and/or big data and reporting projects find that they don't have the resources to manage their deployment effectively.

More often than not organisations don't have the dedicated skill set or the day-to-day resources internally to undertake the ongoing management, or the 'feeding and watering', of their Splunk deployment. This means that at best they are not effectively managing or optimising their Splunk platform and at worst they could be leaving themselves open to bigger problems and or threats. This situation is only going to get worse as the IT skills gap grows.

How can Riversafe help?

RiverSafe is an award winning consultancy and in 2015 and 2017 it was named Splunk's Professional Services Partner of the Year. Therefore, with our cyber security and data visualisation credentials we can

provide the expertise needed to maximise any investment in Splunk, providing the glue between machine data and ensuring it's not only accessible but also usable and valuable. We have helped some of the UK's largest organisations leverage their investment in Splunk to make their businesses more productive, profitable, competitive and secure.

In particular, our Managed Splunk Engineering Service allows organisations to leverage our pool of Splunk engineers to support their Splunk platform deployment within their own environment.

You name it, we offer it

Our service can be provided onsite or offsite depending on your specific requirements and we can provide a range of ongoing support activities that we offer on an SLA basis. This includes out of hours on call service, so we can assist with emergencies or unforeseen outages. It also includes regular platform maintenance such as installing patches and updates, backup checks and so on. Other aspects of the service offered are:

- Data onboarding
- Forwarder management
- Index maintenance
- User maintenance
- Source type maintenance
- Index cluster management
- Search head cluster management
- Daily event feed monitoring
- Health check monitoring
- Report creation
- Data model management
- Props/transform configuration

Availability of service

Our service hours are from 08.00 to 18.00 local time, Monday to Friday, however on call arrangements can be made to cover out of hours support if required. We can contact you via email, SMS and phone, and our standard response time is four hours.

A wealth of SPLUNK expertise

Our consultants are experts in all fields of Splunk and have built up a wealth of detailed technical knowledge working on major projects for some of the UK and Europe's largest companies in most industry sectors including Energy, Finance, Telecommunications, Media, and the Financial Services market.

We work in a variety of environments in the above industry sectors from global data centre deployments to highly critical financial transaction networks.

We also have a track record of deploying and managing solutions that make the most of our customer's existing infrastructure as well as the Cloud.

Core skills and capabilities

- Splunk Architecture Expertise and Knowledge
- Technical Expertise and Development
- Compliance Consulting and Assurance
- Cloud design and deployment

Service Level Agreement

Our services are offered at a fixed cost over one, two, three or five years; longer if you want. We have a priority system for Splunk support requests with the following categories:

- A P1 incident is defined as a total service outage for Splunk, where data is no longer searchable in any way and we offer the following SLA: We will acknowledge and begin investigation of P1 alerts within 15 minutes of receipt.
- A P2 incident is defined as Splunk is functioning but with limited capability. We offer the following SLA: We will acknowledge P2 alerts within 15 minutes of receipt and begin investigation within 120 minutes.
- A P3 event is a standard request for change from a customer and defined as administrative tasks. We complete these tasks within two business days of receipt of the request.
- A P4 event is defined as any other change request in the scope of service. We will profile the request and if appropriate initiate development within two business days.

RIVERSAFE

INTEGRITY, INNOVATION, IMPACT

ABOUT RIVERSAFE

Based in Central London, RiverSafe is a leading security, data and threat intelligence consultancy. RiverSafe enjoys a strong partnership with Operational Intelligence provider, Splunk, and in 2017 it was awarded Professional Services EMEA Partner of the Year as a Splunk Certified Partner and Training Provider. Riversafe has been delivering secure solutions to its customers for many years partnering with Cisco and, more recently, ThreatQuotient. A rapidly growing and innovative business, RiverSafe has a strong track record of producing results and a team of highly accredited consultants with a reputation for delivering value. Key customers in the portfolio include: Vodafone, BP, RBS, OVO Energy, Computershare, EDMI, Addax Petroleum and WNC to name but a few. For more information please visit:

www.riversafe.co.uk

GET IN TOUCH

If you would like to find out more about how RiverSafe can help you please contact us on

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