Capgemini

Splunk Monitoring and Observability Engineer, SME

G-Cloud 14

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1 Service Overview

Capgemini's Splunk Monitoring and Observability Engineer Service is based on extensive, industry certified Splunk monitoring and observability knowledge and broad operational experience coupled with our Elite Partnership Splunk status.

It aims to empower public sector organisations to fully realise the benefits of their Splunk investment through review, remediation and exploitation of the tooling against the Buyers' business needs. Additionally, in cases where the Buyer does not have an existing investment in/deployment of Splunk, the service can provide essential input into the creation of a compelling business case for action and increases stakeholder confidence that investment in a Splunk solution will deliver the benefits identified and support the achievement of the agreed business outcomes.

This service is platform agnostic and so is available for on-premise, hybrid, vendor SaaS or private cloud deployments. It can provide both consultancy and hands on engineering support against a range of areas including (but not limited to) the following:

Existing investments in/deployments of Splunk:

- technical architecture of the deployment – optimise and bring in line with best practice

- data feeds/ingest and license usage – remediate issue and identify inefficiencies

- functional use cases – remediate issues and identify opportunities to improve and expand, explore "art of the possible" and support integration with other strategic tooling

- roles, process and governance – review and advise on areas for development

The above areas can contribute to driving value from a Splunk investment through improving stability, reliability and performance of the software and/or streamlining or growing the Buyer's Splunk capability in line with business need.

Proposed/planned investments in/deployments of Splunk:

- review and assessment of the suitability of the technology against business needs (including consideration of different hosting options)

- conduct a proof of value exercise to evidence the value of the technology to the Buyer's organisation

- Design, plan and implement a new deployment of Splunk in line with the findings from review, assessment and proof of value

For this offer to meet the Buyer's needs, the detail will need to be discussed with the Buyer in order to design an appropriate work package(s) for the specific Buyer requirements.

Where the Buyer requires flexibility or where scope is uncertain, Capgemini can:

- Provide an initial discovery phase on a day rate basis to establish a joint understanding of scope, complexity and requirements. Once established a project with defined scope can be set up.

- Provide resources on an ongoing day rate basis. This approach can be appropriate where the buyer is looking to develop internal capability and is looking for skills transfer or additional capability within a limited time-frame.

2   Business Need

The evolution in monitoring and observability tools and technology in recent years, coupled with the backdrop of replatforming and cloud migration initiatives being undertaken in many large organisations is proving challenging for those organisations to navigate.

Whilst vendors continue to innovate, expand and diversify the capabilities of their software at pace, for Buyers to maximise the value of their investment they must exploit these features and adapt and evolve their use of the tooling in line with changing business needs and IT landscapes. This is an impossible ask without the right level of technical and industry expertise.

Current or tooling deployments may no longer be fit for purpose or providing value; distributed applications, multi-supplier landscapes and varied platform technologies may be giving rise to gaps in observability and risks to service.

Data already available with IT organizations can provide useful insights but the huge challenge facing those organizations is dealing with the increasing torrent of data from digital-age applications disseminating information about their performance and functioning. Market leading observability tools such as Splunk can help uncover useful insights from this data through reducing clutter from various events, minimizing false positives, detecting anomalies, and eventually applying root-cause analysis for expedited issue resolution.

Capgemini's certified and operationally experienced Splunk engineers offer extensive expertise in deploying, supporting, optimising and exploiting Splunk for changing business needs and unleashing its full potential in an organisation for maximum return on investment.

3   Our Approach

Every Buyer's Splunk monitoring and observability capability, challenges and ambitions are different and so Capgemini can operate a flexible approach to aim that the intended outcomes from utilising this service can be achieved.

Our principles not only mean that our Splunk engineers provide extensive technical expertise in the configuration and optimisation of the tooling but also the experience and client sensitivity to understand desired business outcomes and to leverage the techology in a way that maximises return on investment for each organisation's individual needs.
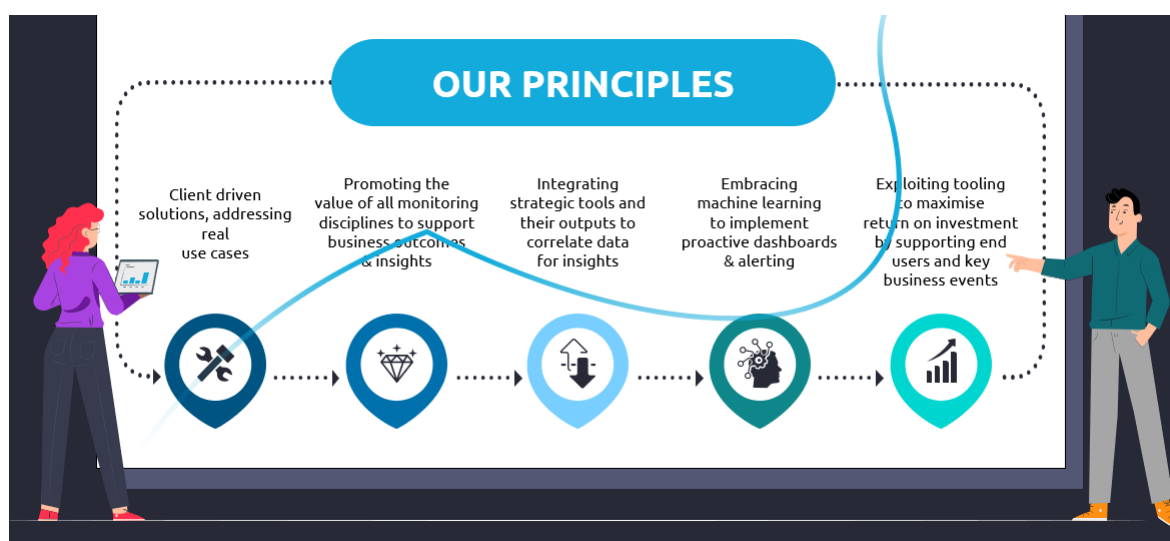
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

Software licencing will be the responsibility of the Buyer.

For all other responsibilities please refer to the Supplier Terms listed with this service on the Digital Marketplace.

5 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

6 On-boarding and Off-boarding

Capgemini will undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

7 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

8 Vendor Accreditations/Awards

For the 12th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini is an Elite Partner of Splunk and hold professional accreditation in the following areas:

- Splunk Core Certified User
- Splunk Core Certified Power User
- Splunk Enterprise Certified Architect

- Splunk Enterprise Security Certified Admin
- Splunk IT Service Intelligence Certified Admin
- Splunk Cloud Certified Admin

9 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

10 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

11 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

12 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

13 Termination Terms

Please refer to the Supplier Terms for this service.

14 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service
2. The name of your organisation
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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