



RHONDOS ON DEMAND

Certified Splunk and SAP Services When You Need Them



Program Overview

RHONDOS On Demand is a time-based subscription service that provides direct access to certified Splunk and SAP PowerConnect consultants.

Our consultants provide key remote technical services commonly requested on an ad-hoc basis to ensure complete success of on-prem and cloud deployments.

Key Features

- ✓ Extensive Catalog
- ✓ No SOW Required
- ✓ One-on-one help
- ✓ Monthly Expiry
- ✓ Purchase additional time as needed
- ✓ Assigned Experts

Benefits

- ✓ **50+ admin and expert tasks available**
- ✓ **Hassle-free, immediate and personalized involvement when you need it**
- ✓ **Quick question for our experts?**
Quick access to experts delivered.
- ✓ **Time expires at month's end**
Spread the time out or use it up.
- ✓ **Need more time?**
Add more time during your subscription.
- ✓ **Customer Advisory Board**

How It Works

Subscriptions to RHONDOS On Demand are available to any RHONDOS customer. Time is pre-purchased, available monthly according to purchase plan and resets each month.

The amount of time available each month is determined by the level of plan. Multiple tiers are available depending on the amount of time per month or per specialized service needs. Time can be added as needed—above and beyond the base subscription.

How To Access Services

Services are requested by contacting your assigned RHONDOS support expert. Services are then scheduled and handled by a team of in-house Splunk and SAP PowerConnect certified consultants. The SLA will be within one business day; however, typical response times are sooner.

RHONDOS On Demand services are available in North America during standard business hours (9am - 5pm), Monday through Friday in the time zone of the customer's main operations. All services are delivered in English unless otherwise agreed.



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