

Deployment Services—Fixed Scope

Your path to success starts with expert guidance designed to help optimize SolarWinds software for your specific environment.

FEATURES AND BENEFITS

SolarWinds Deployment Services is a tiered set of guided assistance offerings designed to ensure customers can confidently deploy SolarWinds® solutions in their environment using industry best practices. Designed to meet customer needs, SolarWinds Deployment Services consists of three fixed-scope deployment package options for small, medium, and large deployments. Each deployment service has predefined tasks and deliverables to assist customers during the planning phase, platform installation, observability and alerts setup, platform training, adoption, and expansion planning. SolarWinds software is user-friendly and easy to deploy. These deployment services provide valuable options for customers who may have limited resources and need assistance with completing their deployment following best practice guidelines. We also provide a [self-led onboarding](#) option with step-by-step guidance for customers who would like to complete their SolarWinds deployment on their own.

SolarWinds Deployment Services can help quickly implement and optimize world-class SolarWinds software through one-on-one engagements with implementation experts. Deployment Services will help you get the most value out of your SolarWinds products, accelerate time to value, and offer peace of mind your deployment meets SolarWinds and industry best practice guidelines.

Deployment Services is available for the following SolarWinds products: Network Performance Monitor, NetFlow Traffic Analyzer, Network Configuration Manager, IP Address Manager, VoIP & Network Quality Manager, Server & Application Monitor, Server Configuration Monitor, Storage Resource Monitor, Virtualization Manager, Web Performance Monitor, Log Analyzer, Service Desk, Database Performance Analyzer, SQL Sentry®, Enterprise Operations Console, Hybrid Cloud Observability, Patch Manager, and User Device Tracker.

The scope of each program is defined within our deployment scope document, [which you can find here](#).

- Deployment Services onboarding engagements must be completed within 60 days of purchase.
- Each deployment service level depends on the number and type of modules to be deployed.
- Allotted values represent the maximum number of hours of services performed executing on a previously defined scope.
- Service actions are provided only when required.

SOLARWINDS SERVICES AND SUPPORT

SolarWinds offers a wide range of services and technical support to help you accelerate time to value and maximize the returns from your SolarWinds investment. Contact your SolarWinds sales representative or authorized partner to learn more about our other available support and professional services offerings.

Support Services

We offer 24/7 support on all our support tiers, self-help tools, access to our THWACK® community, and proactive success management services. Our support services also include training and access to technical experts with U.S.-based options and staff with security clearance.

Custom Federal Professional Services Offerings

If your needs exceed these deployment offerings, we offer custom professional services through a certified partner network (contracted separately) to customize your deployment project plan and implementation to your specific organizational needs. For more information, please contact your SolarWinds sales representative or authorized partner.

Support Program Limitations

Support doesn't include the development of custom scripts, templates, or SQL queries; analyzing—or troubleshooting—performance problems related to third-party products; or SQL or operating system issues. SolarWinds won't take control of a company's environment to perform full installations, configurations, migrations, or upgrades. SolarWinds won't go on-site to perform business services. However, we offer a variety of premium support offerings to assist you during troubleshooting, problem resolution, product review, new release and upgrade planning, technical and business review sessions, and optimization of your SolarWinds environment.

For more information on SolarWinds services and support, please visit www.solarwinds.com

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our THWACK® community, allow us to address customers' needs now, and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



*For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com.
To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx*

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