

## Scope Document to SolarWinds Deployment Addendum

20221228

**Control + Click on each Quick link below to jump to scope for:**

[Orion Platform Products \(including HCO\)](#)

[Sentry SQL \(not yet available\)](#)

[Security Event Manager \(SEM\) \(not yet available\)](#)

[Database Performance Analyzer \(DPA\) \(not yet available\)](#)

### Orion Platform Products including SolarWinds Hybrid Cloud Observability

| Category                 | Deployment Services<br>Level 1<br>30-hour limit  | Deployment Services<br>Level 2<br>75-hour limit  | Deployment Services<br>Level 3<br>125-hour limit   |
|--------------------------|--|--|--|
| Platform<br>Planning     | Up to Three Hours  | Up to Four Hours   | Up to Eight Hours  |
|                          | Welcome call to introduce the team<br>Up to two use case reviews<br>Filled out deployment planning form<br>Emailed a deployment project plan (PDF) | Scope in Level 1 plus:<br>One additional (up to three) use case review(s)  | Scope in Level 2 plus:<br>Two additional (up to five) use case reviews   |
| Platform<br>Installation | Up to Three Hours  | Up to Six Hours  | Up to 10 Hours   |
|                          | Install of one on-premises instance<br>Covers modules included with SolarWinds® Hybrid Cloud Observability   | Scope in Level 1 plus:<br>Covers install of up to one advanced module<br>Install of one of the following scalability engines: <ul style="list-style-type: none"> <li>Additional Polling Engine (APE)</li> <li>Additional Web Server (AWS)</li> </ul> | Scope in Level 2 plus:<br>Covers install of up to one additional advanced module<br>Install of the following scalability engines: <ul style="list-style-type: none"> <li>Up to five APEs</li> <li>Up to three AWSs</li> <li>Up to one High Availability (HA)</li> <li>Up to one Enterprise Operations Console (EOC)</li> </ul> |

| Category                 | Deployment Services<br>Level 1<br>30-hour limit  | Deployment Services<br>Level 2<br>75-hour limit  | Deployment Services<br>Level 3<br>125-hour limit   |
|--------------------------|--|--|--|
| Platform Configuration   | Up to Five Hours   | Up to 12 Hours   | Up to 22 Hours   |
|                          | Provisioning of up to five SNMP and WMI credentials<br>Creation of up to three basic web portal accounts<br>Creation of up to two node discoveries<br>Up to two imports from node discoveries<br>Up to 100 total nodes added   | Provisioning of up to 10 SNMP and WMI Credentials<br>Creation of up to three basic web portal accounts<br>Credential Integration with Active Directory® /Azure®<br>Creation of up to five node discoveries<br>Up to two imports from node discoveries<br>Up to 200 total nodes added<br>Validate database maintenance job is running   | Scope in Level 2 plus:<br>Credential integration via SAML<br>Creation of up to five additional node discoveries (up to 10)<br>Up to one additional (three total) imports from node discoveries<br>Up to 300 additional (500 total) nodes added<br>TLS configuration for EOC or web console   |
| Observability and Alerts | Up to 14 Hours   | Up to 43 Hours   | Up to 67 Hours   |
|                          | Limit of five manual node imports<br>Creation of the following: <ul style="list-style-type: none"> <li>Up to five groups and dependencies</li> <li>One map</li> <li>Up to three custom properties</li> <li>Up to three alerts</li> <li>Up to two reports</li> <li>One dashboard view with up to three widgets</li> <li>Up to two NetPath™ collectors</li> <li>One PerfStack™ monitor</li> <li>Up to two Universal Device Pollers (UnDP)</li> </ul> | Limit of 10 manual node imports<br>Creation of the following: <ul style="list-style-type: none"> <li>Up to 10 groups and dependencies</li> <li>Up to two naps</li> <li>Up to five custom properties</li> <li>Up to six alerts</li> <li>Up to five reports</li> <li>Up to five dashboard views limited to three widgets each</li> <li>Up to five NetPath collectors</li> <li>Up to three PerfStack monitors</li> <li>Up to three UnDPs</li> <li>One Application Component Monitor Template</li> </ul> | Limit of 20 manual node imports<br>Creation of the following: <ul style="list-style-type: none"> <li>Up to 20 groups and dependencies</li> <li>Up to five maps</li> <li>Up to 15 custom properties</li> <li>Up to 10 alerts</li> <li>Up to seven reports</li> <li>Up to five dashboard views limited to three widgets each</li> <li>Up to 10 NetPath collectors</li> <li>Up to five PerfStack monitors</li> <li>Up to five UnDPs</li> <li>Up to three Application Component Monitor Templates</li> </ul> |
| Platform Training        | Up to Three Hours  | Up to Eight Hours  | Up to 15 Hours   |
|                          | Working with Support Escalations Overview  | Scope in Level 1 plus:<br>Custom hour-long virtual   | Scope in Level 1 plus:<br>Up to three custom hour-   |

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|-----------------|---|---|--|
|                 | Training<br>THWACK®<br>SolarWinds Academy Virtual Classrooms<br>Online best practices articles  | training session                                | long virtual training sessions<br>Up to four virtual hour-long product training sessions |
| Journey Success | Up to Two Hours   | Up to Two Hours                                 | Up to Three Hours  |
|                 | Deliver deployment summary<br>Request feedback through a Customer Survey<br>Customer Service Manager (CSM) hand-off call: <ul style="list-style-type: none"> <li>• Discuss optimizations</li> <li>• Review forward-looking opportunities</li> </ul> | Scope as Level 1 plus more time                 | Scope as Level 2 plus more time  |

Sentry SQL (not yet available)

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|-----------------------------|---|---|--|
| Platform<br>Planning        | Up to Three Hours                               | Up to Four Hours                                | Up to Eight Hours                                |
|                             |   |   |  |
| Platform<br>Installation    | Up to Three Hours                               | Up to Six Hours                                 | Up to 10 Hours                                   |
|                             |   |   |  |
| Platform<br>Configuration   | Up to Five Hours                                | Up to 12 Hours                                  | Up to 22 Hours                                   |
|                             |   |   |  |
| Observability<br>and Alerts | Up to 14 Hours                                  | Up to 43 Hours                                  | Up to 67 Hours                                   |
|                             |   |   |  |
| Platform<br>Training        | Up to Three Hours                               | Up to Eight Hours                               | Up to 15 Hours                                   |
|                             |   |   |  |
| Journey<br>Success          | Up to Two Hours                                 | Up to Two Hours                                 | Up to Three Hours                                |
|                             |   |   |  |

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Database Performance Analyzer (DPA) (not yet available)