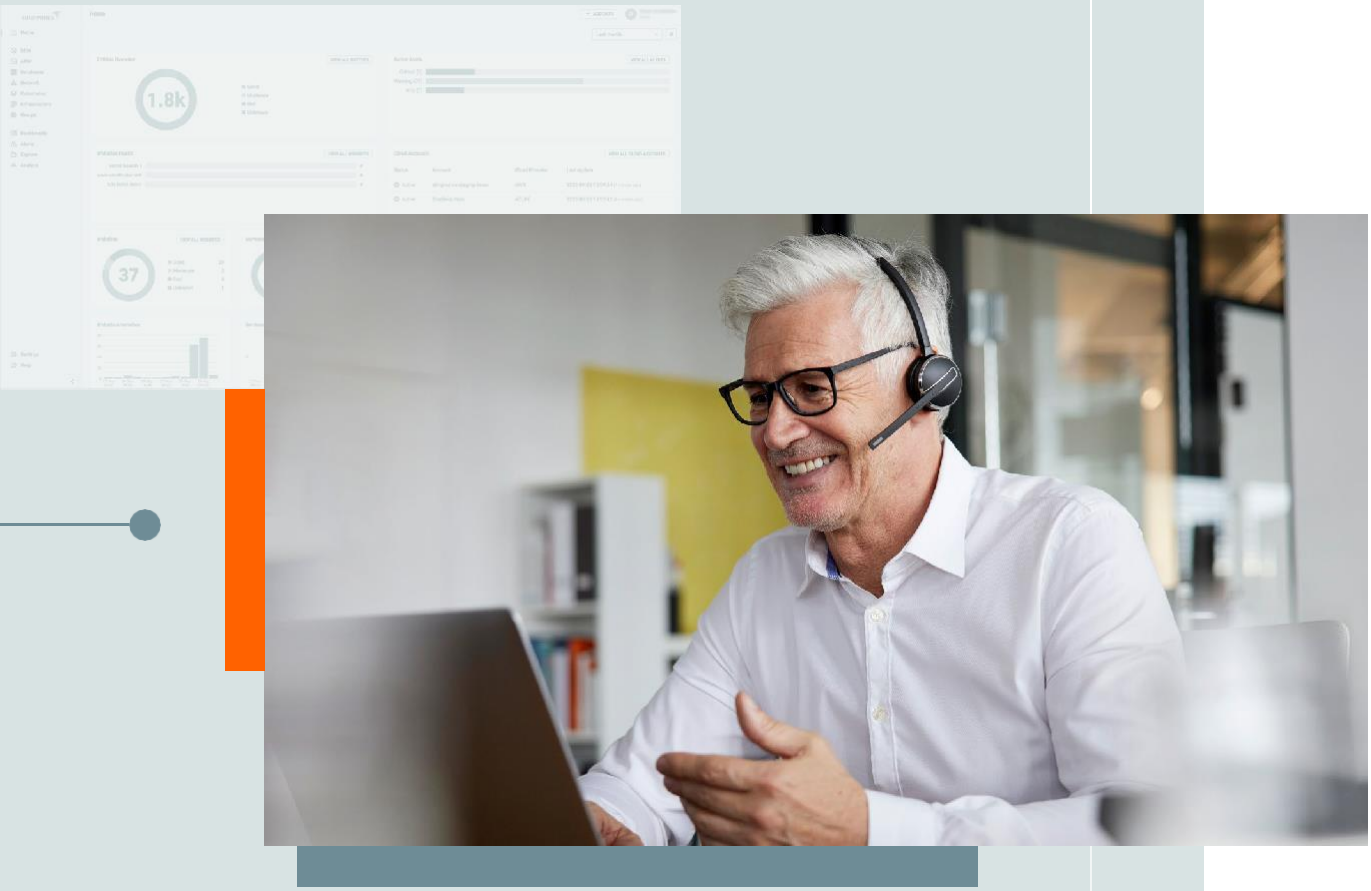

eBook

SolarWinds Deployment Services

SolarWinds Observability SaaS Onboarding Field Guide

Last updated in 2025.H2

Overview

The Onboarding Field Guide aims to describe and document the Deployment Services onboarding process. This document will serve as a program guideline and outline for the scheduled Deployment Services training plan. We'll use this field guide to track engagement success as we progress through the program, ensuring goals are clearly defined and consistently, adequately, and efficiently met.

Deployment Services are available for the following SolarWinds® Observability SaaS products and capabilities:

- Digital Experience Observability
- Log Observability
- Application Observability
- Database Observability
- Network, Infrastructure, and Cloud Observability (NICO)

DEPLOYMENT SERVICES PROGRAM

	SELF-LED	DS LITE (5 HRS.)	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
• Digital Experience Observability	✓	✓			
• Log Observability	✓	✓	✓	✓	
• Digital Experience Observability • Log Observability • Application Observability	✓	✓	✓		
• Digital Experience Observability • Database Observability • Application Observability	✓	✓	✓		
• Network, Infrastructure, and Cloud Observability • Platform Connect for SolarWinds Observability Self-Hosted	✓		✓	✓	

• A DS Lite engagement will include one of the following capabilities:
  • Network Observability
  • Infrastructure Observability
  • Cloud Observability
	✓	✓			

• Database Observability • Log Observability • Network, Infrastructure, and Cloud Observability • Platform Connect for SolarWinds Observability Self-Hosted	✓		✓	✓	

• Digital Experience Observability
• Database Observability
• Log Observability
• Application Observability
• Network, Infrastructure, and Cloud Observability
  • Platform Connect for SolarWinds Observability Self-Hosted
  • Kubernetes
	✓	✓		✓	✓

Deployment Services Recommendations

SolarWinds Observability SaaS

Deployment Services Lite (DS Lite) introduces basic software as a service (SaaS) capabilities, primarily offering information via Success Center documentation and knowledge base articles, with limited focus on implementation support.

Dedicated DS Lite versions are available for each Observability area (Network, Infrastructure, and Cloud) under 5. Network, Infrastructure, and Cloud Observability; to ensure full NICO coverage, we strongly recommend opting for Deployment Services Level 1 (DS1) or higher (only Network and Infrastructure Observability have Network Collector coverage).

For customers with NICO Flex licenses, you can choose from the following:

For 5. Network, Infrastructure, and Cloud Observability, we recommend **DS1** at a minimum

6. Database; Log; and Network, Infrastructure, and Cloud Observability **does not include** High Availability (HA) for Network Collector or data migration from the existing SolarWinds Observability Self-Hosted platform to Network Collector

For customers who need HA for Network Collector and data migration* from the **existing SolarWinds Observability Self-Hosted platform** to Network Collector, they are available with only:

- 5. Network, Infrastructure, and Cloud Observability — **DS2**
- 7. Digital Experience; Application; Log; Database; and Network, Infrastructure, and Cloud Observability — **DS3**

*** Note:**

- To be eligible for this activity, the current Self-Hosted version **must be able to directly upgrade to the latest version,** as indicated in this link
- This activity will involve backing up the Platform database and restoring it as a new database instance. The latest Self-Hosted installer will run on a new server
- For help with an in-place upgrade, please submit a support ticket

DEPLOYMENT SERVICES

We'll provide project plans and videos, best practices for setup, and guides to help you get started. We'll also help you get oriented to the Customer Success Center and the THWACK® community. By the end of the process, you'll know how to get the answers you need when you need them.

PURPOSE

- Set up your SolarWinds product according to the recommended best practices
- Provide an understanding of how to use and configure the product for its intended purpose
- Discuss the resources SolarWinds offers to help you get the most out of your product

PREPARATION

- Be prepared to start the engagement within a few weeks of purchase—Deployment Services onboarding engagements **must be completed within 60 days of purchase**
- Please have the required infrastructure to run your product before starting the engagement
- Make sure you've allocated time to complete the entire course, allowing for schedule constraints

LIMITATIONS OF DEPLOYMENT SERVICES ENGAGEMENT

- The deployment engineer won't provide onsite support
- The deployment engineer won't develop custom scripts, templates, or queries
- The deployment engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations
- The deployment engineer won't troubleshoot issues, but they'll help you reach the proper technical support resource to best address the issue

Program Descriptions

Session topics provide an overview of what each session is about. Targets and milestones describe the goals we aim to achieve in each scheduled meeting.

Each session is scheduled in two four-hour blocks.

DEPLOYMENT SERVICES PHASES

1. Introduction
2. Platform Planning
3. Platform Setup
4. Platform Configuration
5. Observability and Alerts
6. Platform Training
7. Journey Success

PREREQUISITES

Deployment Services Welcome Call
Your deployment manager will contact you to schedule an introductory call along with your deployment engineer to meet you, go over the program, and schedule your first Deployment Services session together.

SolarWinds Platform Training
We'll familiarize you with the SolarWinds Platform.

1. Digital Experience Observability

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE
Introduction	• Welcome Call • Deployment Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions	
Platform Planning	• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to Two (2)
Platform Setup	Introducing the Codes Required for Setting Up Real User Monitoring (RUM)	✓
	Adding a Uniform Resource Identifier (URI) for Monitoring	Up to Two (2)
	Adding a Website for Synthetic Monitoring	Up to Two (2)
	Adding a Synthetic Transaction	Up to Two (2)
Platform Configuration	Introducing the Website System Requirements	✓
	Introducing Firewall or Access Control Requirements	✓
	Introducing RUM Script Requirements	✓
Observability and Alerts	Introducing Digital Experience Monitoring	✓
	Introducing Monitoring External Websites or URIs	✓
	Introducing Synthetic Monitoring and Configuration Options	✓
	Introducing Health Score	✓
	Introducing Test Results	✓
	Introducing Synthetic Transactions and License Usage	✓
	Introducing Synthetic Transaction Commands	✓
	Reviewing Synthetic Transaction Test Results	Up to Two (2)
	Introducing Synthetic and RUM Metrics	✓
	Introducing Dashboard Creation	✓
	Creating an Alert for Synthetic Monitoring **With One (1)** Condition	Up to Two (2)
	Creating Notification Services	Up to Two (2)
	Introducing Alert Maintenance/Mute	✓
Platform Training	• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources	
Journey Success	• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call	

2. Log Observability

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction	• Welcome Call • Deployment Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions			
Platform Planning	• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to One (1)	Up to Two (2)	Up to Five (5)
Platform Setup	Providing Guidance on Setting Up Devices to Send Logs to SolarWinds Observability Endpoint Using **One (1)** of the Following Methods: • HTTPS • Syslog (Setting Up Relay* Is Required) *** Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS** **Additional assistance from the hardware vendor might be required for device configurations**	Up to One (1)	Up to Two (2)	Up to Five (5)
	Adding Logs From **One (1)** of the Following: • Amazon Web Services (AWS) • Azure® • Application Service Logs **Requirements:** • Application services are already being monitored using an application performance monitoring library • Additional trace context needs to be enabled, which **may** require code changes in your environment	Up to One (1)	Up to Two (2)	Up to Five (5)
Platform Configuration	Introducing Log Archiving	✓	✓	✓
	Enabling Log Archiving	✓	✓	✓
	Downloading Log Archives	✓	✓	✓
	Introducing Log Exclusion Filtering	✓	✓	✓
	Setting Up a Log Exclusion Filter	✓	✓	✓
Observability and Alerts	Creating an Alert for Log Monitoring With a Condition	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Creating Notification Services for Log Monitoring	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Introducing Alert Maintenance/Mute for Log Alerts	✓	✓	✓
	Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Three (3)
	Analyzing Log Explorer	✓	✓	✓
Platform Training	• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources			
Journey Success	• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call			

3. Digital Experience, Log, and Application Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction		• Welcome Call • Deployment Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions		
Platform Planning		• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to Three (3)	Up to Six (6)
Digital Experience Observability	Platform Setup	Introducing the Codes Required for Setting Up Real User Monitoring (RUM)	✓	✓
		Adding a Uniform Resource Identifier (URI) for Monitoring	Up to One (1)	Up to Five (5)
		Adding a Website for Synthetic Monitoring	Up to One (1)	Up to Five (5)
		Adding a Synthetic Transaction	Up to One (1)	Up to Five (5)
	Platform Configuration	Introducing the Website System Requirements	✓	✓
		Introducing Firewall or Access Control Requirements	✓	✓
		Introducing RUM Script Requirements	✓	✓
	Observability and Alerts	Introducing Digital Experience Monitoring	✓	✓
		Introducing Monitoring External Websites or URIs	✓	✓
		Introducing Synthetic Monitoring and Configuration Options	✓	✓
		Introducing Health Score	✓	✓
		Introducing Test Results	✓	✓
		Introducing Synthetic Transactions and License Usage	✓	✓
		Introducing Synthetic Transaction Commands	✓	✓
		Reviewing Synthetic Transaction Test Results	✓	✓
		Introducing Synthetic and RUM Metrics	✓	✓
		Introducing Dashboard Creation	✓	✓
		Creating an Alert for Synthetic Monitoring **With One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute	✓	✓
Application Observability	Platform Setup	Adding One of the Following: • .NET Services • Java Services • Other Services, Such as PHP, Ruby, and Python	Up to One (1)	Up to Five (5)
	Platform Configuration	Introducing the Following: • Trace Context in Queries • Trace Context in Logs • Code Profiling • Trigger Trace	✓	✓
	Observability and Alerts	Providing an Overview of Application Performance Monitoring (APM)	✓	✓
		Creating an Alert for Application Monitoring **With One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services for Application Monitoring	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute for Application Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)	Up to Two (2)
		Analyzing Metrics Explorer	✓	✓
		Analyzing Traces Explorer	✓	✓
		Analyzing Queries Explorer	✓	✓
		Analyzing Profiler Data	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Log Observability	Platform Setup	Providing Guidance on Setting Up Devices to Send Logs to SolarWinds Observability Endpoint Using **One (1)** of the Following Methods: • HTTPS • Syslog (Setting Up Relay* Is Required) *** Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS** **Additional assistance from the hardware vendor might be required for device configurations**	Up to One (1)	Up to One (1)
		Adding Logs From **One (1)** of the Following: • Amazon Web Services (AWS) • Azure® • Application Service Logs **Requirements:** • Application services are already being monitored using an application performance monitoring library • Additional trace context needs to be enabled, which **may** require code changes in your environment	Up to One (1)	Up to One (1)
	Platform Configuration	Introducing Log Archiving	✓	✓
		Enabling Log Archiving	✓	✓
		Downloading Log Archives	✓	✓
		Introducing Log Exclusion Filtering	✓	✓
		Setting Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Creating an Alert for Log Monitoring With **One (1)** Condition	Up to One (1)	Up to Two (2)
		Creating Notification Services for Log Monitoring	Up to One (1)	Up to Two (2)
		Introducing Alert Maintenance/Mute for Log Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)
		Analyzing Log Explorer	✓	✓
Platform Training		• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources		
Journey Success		• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call		

4. Digital Experience, Database, and Application Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction		• Welcome Call • Deployment Service Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions		
Platform Planning		• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to Three (3)	Up to Six (6)
Digital Experience Observability	Platform Setup	Introducing the Codes Required for Setting Up Real User Monitoring (RUM)	✓	✓
		Adding a Uniform Resource Identifier (URI) for Monitoring	Up to One (1)	Up to Five (5)
		Adding a Website for Synthetic Monitoring	Up to One (1)	Up to Five (5)
		Adding a Synthetic Transaction	Up to One (1)	Up to Five (5)
	Platform Configuration	Introducing the Website System Requirements	✓	✓
		Introducing Firewall or Access Control Requirements	✓	✓
		Introducing RUM Script Requirements	✓	✓
	Observability and Alerts	Introducing Digital Experience Monitoring	✓	✓
		Introducing Monitoring External Websites or URIs	✓	✓
		Introducing Synthetic Monitoring and Configuration Options	✓	✓
		Introducing Health Score	✓	✓
		Introducing Test Results	✓	✓
		Introducing Synthetic Transactions and License Usage	✓	✓
		Introducing Synthetic Transaction Commands	✓	✓
		Reviewing Synthetic Transaction Test Results	✓	✓
		Introducing Synthetic and RUM Metrics	✓	✓
		Introducing Dashboard Creation	✓	✓
		Creating an Alert for Synthetic Monitoring With **One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute	✓	✓
Database Observability	Platform Setup	Providing the Requirements for Monitoring Databases	✓	✓
		Preparing the Database for Monitoring	Up to Two (2)	Up to Five (5)
		Providing Information on Headless Installer	✓	✓
		Installing Agent Installers for Monitoring	Up to Two (2)	Up to Five (5)
		Reviewing Roles and Privileges	✓	✓
	Platform Configuration	Configuring Monitoring for **One (1)** of the Following: • MongoDB • MySQL • PostgreSQL • Microsoft SQL Server • Redis	Up to Two (2)	Up to Five (5)
	Observability and Alerts	Creating an Alert for Database Monitoring With **One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services for Database Monitoring	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute for Database Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets	✓	✓
		Analyzing Metrics Profiler	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
		Analyzing Metrics Workload	✓	✓
		Analyzing Queries Tags	✓	✓
		Analyzing Profiler Data	✓	✓
Log Observability	Platform Setup	Providing Guidance on Setting Up Devices to Send Logs to SolarWinds Observability Endpoint Using **One (1)** of the Following Methods: • HTTPS • Syslog (Setting Up Relay* Is Required) *** Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS** **Additional assistance from the hardware vendor might be required for device configurations**	Up to One (1)	Up to One (1)
		Adding Logs From **One (1)** of the Following: • Amazon Web Services (AWS) • Azure® • Application Service Logs **Requirements:** • Application services are already being monitored using an application performance monitoring library • Additional trace context needs to be enabled, which **may** require code changes in your environment	Up to One (1)	Up to One (1)
	Platform Configuration	Introducing Log Archiving	✓	✓
		Enabling Log Archiving	✓	✓
		Downloading Log Archives	✓	✓
		Introducing Log Exclusion Filtering	✓	✓
		Setting Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Creating an Alert for Log Monitoring With **One (1)** Condition	Up to One (1)	Up to Two (2)
		Creating Notification Services for Log Monitoring	Up to One (1)	Up to Two (2)
		Introducing Alert Maintenance/Mute for Log Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)
		Analyzing Log Explorer	✓	✓
Platform Training		• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources		
Journey Success		• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call		

5. Network, Infrastructure, and Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
			NETWORK	INFRA	CLOUD		
Introduction		• Welcome Call • Deployment Service Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions					
Platform Planning		• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to One (1)	Up to One (1)	Up to One (1)	Up to Two (2)	Up to Five (5)
Dependency for Network and Infrastructure Observability	Network Collector	Introducing the Difference Between SolarWinds Observability Self-Hosted With Platform Connect and Network, Infrastructure, and Cloud Observability (NICO) Network Collector				✓	✓
		Enabling Platform Connect for Existing SolarWinds Observability Self-Hosted				✓	✓
		Providing Network Collector Requirements	✓	✓		✓	✓
		Deploying Network Collector	Up to One (1)	Up to One (1)		Up to One (1)	Up to Two (2)
		Providing Guidance on Installing Microsoft SQL Server **If there are any issues encountered during the installation, the customer's DBA should be engaged** **Installation will be on the default settings, and customization is not supported**					Up to One (1)
		Providing Guidance on Migrating the Embedded SQL Version to a Separate SQL Server **SQL Standard and above licenses are not included**					Up to One (1)
		Configuring the Deployed Network Collector for High Availability (HA) **A separate SQL server is required to be installed (including SQL Express)** **SQL Standard and above licenses are not included**					Up to One (1) Pool
		Providing Information on the Types of Elements That Can Be Imported to the Network Collector From SolarWinds Observability Self-Hosted					✓
		Providing SolarWinds Observability Self-Hosted Requirements for Importing Elements Into the Network Collector					✓
		Upgrading Self-Hosted to Be Compliant for Importing to Network Collector **To be eligible for this activity, the current Self-Hosted version must be able to directly upgrade to the latest version, as indicated in this link** *** This activity will involve backing up the Platform database and restoring it as a new database instance. The latest Self-Hosted installer will run on the new server** **For help with an in-place upgrade, please submit a support ticket**					Up to One (1)
		Providing and Running the Application to Import SolarWinds Observability Self-Hosted Information to the Network Collector					Up to One (1)
		Introducing Network Collector Settings				✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
			NETWORK	INFRA	CLOUD		
Network Observability	Platform Setup	Providing Network Monitoring System Requirements	✓			✓	✓
		Providing Information to Configure Network Devices to Send NetFlow Flows	✓			✓	✓
		Setting Up Network Devices to Send NetFlow Flows to the Network Collector	✓				Up to One (1)
	Platform Configuration	Introducing Network Monitoring	✓			✓	✓
		Adding Network Devices to Network Collector	Up to Two (2)			Up to Four (4)	Up to Ten (10)
		Discovering Devices in the Network Using the Discovery Wizard	Up to 15 devices			Up to 30 devices	Up to 60 devices
		Introducing Netpath™ and its Requirements	✓			✓	✓
		Adding and Managing Netpath Endpoints				Up to Two (2)	Up to Five (5)
		Providing Information on Configuration Monitoring	✓			✓	✓
		Enabling Configuration Monitoring				Up to One (1)	Up to Two (2)
		Introducing IP Address Monitoring	✓			✓	✓
		Adding a Standalone Subnet	Up to One (1)			Up to Two (2)	Up to Three (3)
		Adding a DHCP Server and Subnets Using Network Collector					Up to One (1)
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)			Up to One (1)	Up to Three (3)
		Creating an Alert Based on Network Metrics With **One (1)** Condition	Up to One (1)			Up to One (1)	Up to Four (4)
		Creating Notification Services for Network Monitoring	Up to One (1)			Up to One (1)	Up to Four (4)
		Introducing Maintenance Window/Mute for Network-Based Alerts				✓	✓
		Analyzing Network Device Metrics for **One (1)** Entity	Up to Two (2)			Up to Four (4)	Up to Eight (8)
		Reviewing SolarWinds Observability Self-Hosted Alerts in SolarWinds Observability SaaS				✓	✓
		Reviewing Monitored IP Addresses in the Network Area Overview				✓	✓
Infrastructure Observability	Platform Setup	Introducing System Requirements for Supported Devices		✓		✓	✓
		Introducing Available Methods to Deploy a Self-Managed Host		✓		✓	✓
		Introducing Agent-Based Installation—Self-Managed Host		Up to One (1)		Up to One (1)	Up to Two (2)
		Automating Deployment Using Supported Deployment Methods					✓
		Setting Up a Scan for the Discovery of On-Premises Entities				Up to One (1)	Up to Two (2)
		Introducing a Supported Kubernetes Cluster and Docker System Requirement		✓		✓	✓
		Gathering OpenTelemetry (OTel)-Based and Other Integration Requirements				✓	✓
	Platform Configuration	Setting Up Agent-Based Installation Using Manual/Automated Methods		Up to One (1)		Up to One (1)	Up to Two (2)
		Introducing Installing SolarWinds Observability Agent Using a Docker Image or Kubernetes		✓		✓	✓
		Installing SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment				✓	✓
		Providing Information on Adding a Kubernetes Cluster		✓		✓	✓
		Adding a Kubernetes Cluster				Up to One (1)	Up to Two (2)
		Providing Information on Adding the Kubernetes Collector		✓		✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
			NETWORK	INFRA	CLOUD		
		Deploying the Kubernetes Collector				Up to One (1)	Up to Two (2)
		Adding Storage Entities for Monitoring				Up to One (1)	Up to Two (2)
		Introducing Using Software Templates to Set Up Software Monitoring		✓		✓	✓
		Setting Up Software Monitoring via Software Templates				Up to One (1)	Up to Two (2)
		Adding Supported Virtual Devices Monitoring		Up to One (1)		Up to One (1)	Up to Two (2)
		Introducing Monitoring With OTel		✓		✓	✓
		Adding a Monitor With OTel					Up to Two (2)
		Introducing Monitoring With Telegraf		✓		✓	✓
		Adding a Monitor With Telegraf					Up to Two (2)
		Adding Discovered OTel Dependency via Out-of-the-Box Integration					✓
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)		Up to One (1)	Up to Three (3)
		Creating an Alert on Metrics for Software and Virtualization With **One (1)** Condition		Up to One (1)		Up to One (1)	Up to Four (4)
		Creating Notification Services for Infrastructure Monitoring		Up to One (1)		Up to One (1)	Up to Four (4)
		Verifying All Entities Are Observed Under Infrastructure in Platform Connect		✓		✓	✓
		Showing Virtualization Overview, Sprawl, and Capacity Planning		✓		✓	✓
		Analyzing Infrastructure Metrics for **One (1)** Entity		Up to One (1)		Up to Two (2)	Up to Four (4)
Cloud Observability	**Platform Setup**	Introducing Amazon Web Services (AWS) Cloud Account Permissions and Requirements			✓	✓	✓
		Introducing Azure® Cloud Account Permission and Requirements			✓	✓	✓
	Platform Configuration	Adding an AWS Cloud Account			Up to One (1)	Up to Two (2)	Up to Three (3)
		Introducing the AWS Area Overview			✓	✓	✓
		Introducing Integration With AWS			✓	✓	✓
		Integrating With AWS Manually				Either One (1)	✓
		Integrating With AWS Using CloudFormation					✓
		Introducing AWS Service Discovery				✓	✓
		Adding an Azure Cloud account			Up to One (1)	Up to Two (2)	Up to Three (3)
		Introducing Integration With Azure			✓	✓	✓
		Integrating With Azure CLI				Either One (1)	✓
		Integrating With Azure Portal					✓
		Introducing Azure Service Discovery				✓	✓
		Introducing Azure Area Overview			✓	✓	✓
		Installing the Agent in Cloud Compute Engines for Host Monitoring			Up to One (1)	Up to Two (2)	Up to Three (3)
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets			Up to One (1)	Up to Two (2)	Up to Three (3)
		Creating an Alert on Cloud Metrics With **One (1)** Condition			Up to One (1)	Up to Two (2)	Up to Four (4)
		Creating Notification Services for Cloud Monitoring			Up to One (1)	Up to Two (2)	Up to Four (4)
		Analyzing Cloud Metrics for **One (1)** Entity			Up to One (1)	Up to Two (2)	Up to Four (4)

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
			NETWORK	INFRA	CLOUD		
Platform Training		• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources					
Journey Success		• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call					

6. Database; Log; and Network, Infrastructure, and Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction		• Welcome Call • Deployment Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions		
Platform Planning		• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to Two (2)	Up to Five (5)
Database Observability	Platform Setup	Providing the Requirements for Monitoring Databases	✓	✓
		Preparing the Database for Monitoring	Up to One (1)	Up to Five (5)
		Providing Information on Headless Installer	✓	✓
		Installing Agent Installers for Monitoring	Up to One (1)	Up to Five (5)
		Reviewing Roles and Privileges	✓	✓
	Platform Configuration	Configuring Monitoring for **One (1)** of the Following: • MongoDB • MySQL • PostgreSQL • Microsoft SQL Server • Redis	Up to One (1)	Up to Five (5)
	Observability and Alerts	Creating an Alert for Database Monitoring With **One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services for Database Monitoring	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute for Database Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets	✓	✓
		Analyzing Metrics Profiler	✓	✓
		Analyzing Metrics Workload	✓	✓
		Analyzing Queries Tags	✓	✓
		Analyzing Profiler Data	✓	✓
Log Observability	Platform Setup	Providing Guidance on Setting Up Devices to Send Logs to SolarWinds Observability Endpoint Using **One (1)** of the Following Methods: • HTTPS • Syslog (Setting Up Relay* Is Required) *** Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS** **Additional assistance from the hardware vendor might be required for device configurations**	Up to One (1)	Up to Two (2)
		Adding Logs From **One (1)** of the Following: • Amazon Web Services (AWS) • Azure® • Application Service Logs **Requirements:** • Application services are already being monitored using an application performance monitoring library • Additional trace context needs to be enabled, which **may** require code changes in your environment	Up to One (1)	Up to Two (2)
	Platform Configuration	Introducing Log Archiving	✓	✓
		Enabling Log Archiving	✓	✓
		Downloading Log Archives	✓	✓
		Introducing Log Exclusion Filtering	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
		Setting Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Creating an Alert for Log Monitoring **With One (1)** Condition	Up to One (1)	Up to Five (5)
		Creating Notification Services for Log Monitoring	Up to One (1)	Up to Five (5)
		Introducing Alert Maintenance/Mute for Log Alerts	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)	Up to Two (2)
		Analyzing Log Explorer	✓	✓
Dependency for Network and Infrastructure Observability	Network Collector	Introducing the Difference Between SolarWinds Observability Self-Hosted With Platform Connect and Network, Infrastructure, and Cloud Observability (NICO) Network Collector	✓	✓
		Enabling Platform Connect for Existing SolarWinds Observability Self-Hosted	✓	✓
		Providing Network Collector Requirements	✓	✓
		Deploying Network Collector	Up to One (1)	Up to One (1)
		Introducing Network Collector Settings		✓
Network Observability	Platform Setup	Providing Network Monitoring System Requirements	✓	✓
		Providing Information to Configure Network Devices to Send NetFlow Flows	✓	✓
	Platform Configuration	Introducing Network Monitoring	✓	✓
		Adding Network Devices to Network Collector	Up to Two (2)	Up to Four (4)
		Discovering Devices in the Network Using the Discovery Wizard	Up to 15 devices	Up to 30 devices
		Introducing Netpath™ and Its Requirements	✓	✓
		Adding and Managing Netpath Endpoints		Up to Two (2)
		Providing Information on Configuration Monitoring	✓	✓
		Enabling Configuration Monitoring		Up to One (1)
		Introducing IP Address Monitoring	✓	✓
		Adding a Standalone Subnet	Up to One (1)	Up to Two (2)
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)	Up to One (1)
		Creating an Alert Based on Network Metrics With **One (1)** Condition	Up to One (1)	Up to One (1)
		Creating Notification Services for Network Monitoring	Up to One (1)	Up to One (1)
		Introducing Maintenance Window/Mute for Network-Based Alerts		✓
		Analyzing Network Device Metrics for **One (1)** Entity	Up to Two (2)	Up to Four (4)
		Reviewing SolarWinds Observability Self-Hosted Alerts in SolarWinds Observability SaaS		✓
		Reviewing Monitored IP Addresses in the Network Area Overview		✓
Infrastructure Observability	Platform Setup	Introducing System Requirements for Supported Devices	✓	✓
		Introducing Available Methods to Deploy a Self-Managed Host	✓	✓
		Introducing Agent-Based Installation—Self-Managed Host	Up to One (1)	Up to One (1)
		Automating Deployment Using Supported Deployment Methods		
		Setting Up a Scan for Discovering On-Premises Entities		Up to One (1)
		Introducing a Supported Kubernetes Cluster and Docker System Requirement	✓	✓
		Gathering OpenTelemetry (OTel)-Based and Other Integration Requirements		✓
	Platform Configuration	Setting Up Agent-Based Installation Using Manual/Automated Methods	Up to One (1)	Up to One (1)
		Introducing Installing SolarWinds Observability Agent Using a Docker Image or Kubernetes	✓	✓
		Installing SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment		✓
		Providing Information on Adding a Kubernetes Cluster	✓	✓
		Adding a Kubernetes Cluster		Up to One (1)

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
		Providing Information on Adding the Kubernetes Collector	✓	✓
		Deploying the Kubernetes Collector		Up to One (1)
		Adding Storage Entities for Monitoring		Up to One (1)
		Introducing Using Software Templates to Set Up Software Monitoring	✓	✓
		Setting Up Software Monitoring via Software Templates		Up to One (1)
		Adding Supported Virtual Devices Monitoring	Up to One (1)	Up to One (1)
		Introducing Monitoring With OTel	✓	✓
		Adding a Monitor With OTel		
		Introducing Monitoring With Telegraf	✓	✓
		Adding a Monitor With Telegraf		
		Adding Discovered OTel Dependency via Out-of-the-Box Integration		
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)	Up to One (1)
		Creating an Alert on Metrics for Software and Virtualization **With One (1)** Condition	Up to One (1)	Up to One (1)
		Creating Notification Services for Infrastructure Monitoring	Up to One (1)	Up to One (1)
		Verifying All the Entities Are Observed Under Infrastructure in Platform Connect	✓	✓
		Showing Virtualization Overview, Sprawl, and Capacity Planning	✓	✓
		Analyzing Infrastructure Metrics for **One (1)** Entity	Up to One (1)	Up to Two (2)
Cloud Observability	**Platform Setup**	Introducing AWS Cloud Account Permissions and Requirements	✓	✓
		Introducing Azure Cloud Account Permission and Requirements	✓	✓
	Platform Configuration	Adding an AWS Cloud Account	Up to One (1)	Up to Two (2)
		Introducing the AWS Area Overview	✓	✓
		Introducing Integration With AWS	✓	✓
		Integrating With AWS Manually		Either One (1)
		Integrating With AWS Using CloudFormation		
		Introducing AWS Service Discovery		✓
		Adding Azure Cloud Account	Up to One (1)	Up to Two (2)
		Introducing Integration With Azure	✓	✓
		Integrating With Azure CLI		Either One (1)
		Integrating With Azure Portal		
		Introducing Azure Service Discovery		✓
		Introducing Azure Area Overview	✓	✓
		Installing the Agent in Cloud Compute Engines for Host Monitoring	Up to One (1)	Up to Two (2)
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets	Up to One (1)	Up to Two (2)
		Creating an Alert on Cloud Metrics With **One (1)** Condition	Up to One (1)	Up to Two (2)
		Creating Notification Services for Cloud Monitoring	Up to One (1)	Up to Two (2)
		Analyzing Cloud metrics for **One (1)** Entity	Up to One (1)	Up to Two (2)
Platform Training		• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources		
Journey Success		• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call		

7. Digital Experience; Application; Log; Database; and Network, Infrastructure, and Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction		• Welcome Call • Deployment Services Overview • Tracking of Project Status • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions			
Platform Planning		• Use Case Review • Deployment Planning Form • Deployment Project Plan	Up to One (1)	Up to Three (3)	Up to Six (6)
Digital Experience Observability	**Platform Setup**	Introducing the Codes Required for Setting Up Real User Monitoring (RUM)	✓	✓	✓
		Introducing Monitoring Methods	✓	✓	✓
		Adding a Uniform Resource Identifier (URI) for Monitoring		Up to One (1)	Up to Five (5)
		Adding a Website for Synthetic Monitoring		Up to One (1)	Up to Five (5)
		Adding a Synthetic Transaction		Up to One (1)	Up to Five (5)
	Platform Configuration	Introducing the Website System Requirements	✓	✓	✓
		Introducing Firewall or Access Control Requirements	✓	✓	✓
		Introducing RUM Script Requirements	✓	✓	✓
	Observability and Alerts	Introducing Digital Experience Monitoring	✓	✓	✓
		Introducing Monitoring External Websites or URIs	✓	✓	✓
		Introducing Synthetic Monitoring and Configuration Options	✓	✓	✓
		Introducing Health Score	✓	✓	✓
		Introducing Test Results	✓	✓	✓
		Introducing Synthetic Transactions and License Usage	✓	✓	✓
		Introducing Synthetic Transaction Commands	✓	✓	✓
		Reviewing Synthetic Transaction Test Results		Up to Five (5)	Up to Ten (10)
		Introducing Synthetic and RUM Metrics	✓	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Two (2)
		Creating an Alert for Synthetic Monitoring With **One (1)** Condition		Up to Five (5)	Up to Ten (10)
		Creating Notification Services		Up to Five (5)	Up to Ten (10)
		Introducing Alert Maintenance/Mute	✓	✓	✓
Application Observability	**Platform Setup**	Adding One of the Following: • .NET Services • Java Services • Other Services, Such as PHP, Ruby, and Python		Up to Ten (10)	Up to Twenty (20)
	Platform Configuration	Introducing the Following: • Trace Context in Queries • Trace Context in Logs • Code Profiling • Trigger Trace	✓	✓	✓
	Observability and Alerts	Providing an Overview of Application Performance Monitoring (APM)	✓	✓	✓
		Creating an Alert for Application Monitoring With **One (1)** Condition		Up to Fifteen (15)	Up to Thirty (30)
		Creating Notification Services for Application Monitoring		Up to Fifteen (15)	Up to Thirty (30)
		Introducing Alert Maintenance/Mute for Application Alert	✓	✓	✓
		Analyzing Metrics Explorer	✓	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Creating a Dashboard With **Up To Four (4)** Widgets		Up to One (1)	Up to Two (2)
		Analyzing Traces Explorer	✓	✓	✓
		Analyzing Queries Explorer	✓	✓	✓
		Analyzing Profiler Data	✓	✓	✓
Log Observability	**Platform Setup**	Providing Guidance on Setting Up Devices to Send Logs to SolarWinds Observability Endpoint Using **One (1)** of the Following Methods: • HTTPS • Syslog (Setting Up Relay* Is Required) *** Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS** **Additional assistance from the hardware vendor might be required for device configurations**		Up to Two (2)	Up to Five (5)
		Adding Logs From **One (1)** of the Following: • Amazon Web Services (AWS) • Azure® • Application Service Logs **Requirements:** • Application services are already being monitored using an application performance monitoring library • Additional trace context needs to be enabled, which **may** require code changes in your environment		Up to Two (2)	Up to Five (5)
	Platform Configuration	Introducing Log Archiving	✓	✓	✓
		Enabling Log Archiving		✓	✓
		Downloading Log Archives		✓	✓
		Introducing Log Exclusion Filtering	✓	✓	✓
		Setting Up a Log Exclusion Filter	✓	✓	✓
	Observability and Alerts	Creating an Alert for Log Monitoring With **One (1)** Condition		Up to Five (5)	Up to Ten (10)
		Creating Notification Services for Log Monitoring		Up to Five (5)	Up to Ten (10)
		Introducing Alert Maintenance/Mute for Log Alert	✓	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Two (2)
		Analyzing Log Explorer	✓	✓	✓
Database Observability	**Platform Setup**	Providing the Requirements for Monitoring Databases	✓	✓	✓
		Preparing the Database for Monitoring		Up to Twelve (12)	Up to Twenty (20)
		Providing Information on Headless Installer		✓	✓
		Installing Agents for Monitoring		Up to Twelve (12)	Up to Twenty (20)
		Reviewing Roles and Privileges	✓	✓	✓
	Platform Configuration	Configuring Monitoring for **One (1)** of the Following: • MongoDB • MySQL • PostgreSQL • Microsoft SQL Server • Redis		Up to Twelve (12)	Up to Twenty (20)
	Observability and Alerts	Creating an Alert for Database Monitoring With **One (1)** Condition		Up to Twenty (20)	Up to Forty (40)
		Creating Notification Services for Database Monitoring		Up to Twenty (20)	Up to Forty (40)
		Introducing Alert Maintenance/Mute for Database Alerts	✓	✓	✓
		Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Two (2)
		Analyzing Metrics Profiler	✓	✓	✓
		Analyzing Metrics Workload	✓	✓	✓
		Analyzing Queries Tags	✓	✓	✓
		Analyzing Profiler Data	✓	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Dependency for Network and Infrastructure Observability	Network Collector	Introducing the Difference Between SolarWinds Observability Self-Hosted With Platform Connect and Network, Infrastructure, and Cloud Observability (NICO) Network Collector	✓	✓	✓
		Enabling Platform Connect for Existing SolarWinds Observability Self-Hosted		✓	✓
		Providing Network Monitoring System Requirements	✓	✓	✓
		Providing Network Collector Requirements	✓	✓	✓
		Deploying Network Collector		Up to One (1)	Up to Two (2)
		Providing Guidance on Installing Microsoft SQL Server **If there are any issues during the installation, the customer's DBA should be engaged** **Installation will be on the default settings, and customization is not supported**			Up to One (1)
		Providing Guidance to Migrate the Embedded SQL Version to a Separate SQL Server **SQL Standard and above licenses are not included**			Up to One (1)
		Configuring the Deployed Network Collector for High Availability (HA) **A separate SQL server is required to be installed (including SQL Express) SQL Standard and above licenses are not included**			Up to One (1) Pool
		Providing Information on the Types of Elements That Can Be Imported to the Network Collector From SolarWinds Observability Self-Hosted			✓
		Providing SolarWinds Observability Self-Hosted Requirements for Importing Elements Into the Network Collector			✓
		Upgrading SolarWinds Observability Self-Hosted to Be Compliant for Importing to Network Collector **To be eligible for this activity, the current Self-Hosted version must be able to directly upgrade to the latest version, as indicated in this link** **This activity will involve backing up the Platform database and restoring it as a new database instance. The latest SolarWinds Observability Self-Hosted installer will run on the new server** **For help with an in-place upgrade, please submit a support ticket**			Up to One (1)
		Providing and Running the Application to Import SolarWinds Observability Self-Hosted Information to the Network Collector			Up to Two (2)
		Introducing Network Collector Settings		✓	✓
Network Observability	Platform Setup	Providing Network Monitoring System Requirements	✓	✓	✓
		Providing Information to Configure Network Devices to Send NetFlow Flows		✓	✓
		Setting Up Network Devices to Send NetFlow Flows to the Network Collector			Up to One (1)
	Platform Configuration	Introducing Network Monitoring	✓	✓	✓
		Adding Network Devices to Network Collector		Up to Four (4)	Up to Ten (10)
		Discovering Devices in the Network Using the Discovery Wizard		Up to 30 devices	Up to 60 devices
		Introducing Netpath™ and Its Requirements	✓	✓	✓
		Adding and Managing Netpath Endpoints		Up to Two (2)	Up to Five (5)
		Providing Information on Configuration Monitoring	✓	✓	✓
		Enabling Configuration Monitoring		Up to One (1)	Up to Two (2)
		Introducing IP Address Monitoring	✓	✓	✓
		Adding a Standalone Subnet		Up to Two (2)	Up to Three (3)
		Adding a DHCP Server and Subnets Using Network Collector			Up to One (1)
	Observability	Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Three (3)

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	and Alerts	Creating an Alert Based on Network Metrics With **One (1)** Condition		Up to One (1)	Up to Four (4)
		Creating Notification Services for Network Monitoring		Up to One (1)	Up to Four (4)
		Introducing Maintenance Window/Mute for Network-Based Alerts	✓	✓	✓
		Analyzing Network Device Metrics for **One (1)** Entity		Up to Four (4)	Up to Eight (8)
		Reviewing Self-Hosted Alerts in SolarWinds Observability SaaS		✓	✓
		Reviewing Monitored IP Addresses in the Network Area Overview		✓	✓
Infrastructure Observability	Platform Setup	Introducing System Requirements for Supported Devices	✓	✓	✓
		Introducing Available Methods to Deploy a Self-Managed Host	✓	✓	✓
		Introducing Agent-Based Installation—Self-Managed Host		Up to One (1)	Up to Two (2)
		Automating Deployment Using Supported Deployment Methods			✓
		Setting Up a Scan for the Discovery of On-Premises Entities		Up to Two (2)	Up to Three (3)
		Introducing a Supported Kubernetes Cluster and Docker System Requirement	✓	✓	✓
		Gathering OpenTelemetry (OTel)-Based and Other Integration Requirements		✓	✓
	Platform Configuration	Setting Up Agent-Based Installation Using Manual/Automated Methods		Up to One (1)	Up to Two (2)
		Introducing Installing SolarWinds Observability Agent Using a Docker Image or Kubernetes		✓	✓
		Installing SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment		✓	✓
		Providing Information on Adding a Kubernetes Cluster	✓	✓	✓
		Adding a Kubernetes Cluster		Up to One (1)	Up to Two (2)
		Providing Information on Adding the Kubernetes Collector	✓	✓	✓
		Deploying the Kubernetes Collector		Up to One (1)	Up to Two (2)
		Adding Storage Entities for Monitoring		Up to One (1)	Up to Two (2)
		Introducing Using Software Templates to Set Up Software Monitoring		✓	✓
		Setting Up Software Monitoring via Software Templates		Up to One (1)	Up to Two (2)
		Adding Supported Virtual Devices Monitoring		Up to One (1)	Up to Two (2)
		Introducing Monitoring With OTel	✓	✓	✓
		Adding a Monitor With OTel			Up to Two (2)
		Introducing Monitoring With Telegraf	✓	✓	✓
		Adding a Monitor With Telegraf			Up to Two (2)
		Adding Discovered OTel Dependency via Out-of-the-Box Integration			✓
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets		Up to One (1)	Up to Three (3)
		Creating an Alert on Metrics for Software and Virtualization With **One (1)** Condition		Up to One (1)	Up to Four (4)
		Creating Notification Services for Infrastructure Monitoring		Up to One (1)	Up to Four (4)
		Verifying All the Entities Are Observed Under Infrastructure in Platform Connect		✓	✓
		Showing Virtualization Overview, Sprawl, and Capacity Planning		✓	✓
		Analyzing Infrastructure Metrics for **One (1)** Entity		Up to One (1)	Up to Four (4)
Cloud Observability	Platform Setup	Introducing AWS Cloud Account Permissions and Requirements	✓	✓	✓
		Introducing Azure Cloud Account Permission and Requirements	✓	✓	✓
	Platform Configuration	Adding an AWS Cloud Account		Up to Two (2)	Up to Three (3)
		Introducing the AWS Area Overview	✓	✓	✓
		Introducing Integration With AWS	✓	✓	✓

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Integrating With AWS Manually		Either One (1)	✓
		Integrating With AWS Using CloudFormation			✓
		Introducing AWS Service Discovery		✓	✓
		Adding an Azure Cloud Account		Up to Two (2)	Up to Three (3)
		Introducing Integration With Azure	✓	✓	✓
		Integrating With Azure CLI		Either One (1)	✓
		Integrating With Azure Portal			✓
		Introducing Azure Service Discovery		✓	✓
		Introducing Azure Area Overview	✓	✓	✓
		Installing the Agent in Cloud Compute Engines for Host Monitoring		Up to Two (2)	Up to Three (3)
	Observability and Alerts	Creating a Dashboard With **Up to Four (4)** Widgets		Up to Two (2)	Up to Three (3)
		Creating an Alert on Cloud Metrics With **One (1)** Condition		Up to Two (2)	Up to Four (4)
		Creating Notification Services for Cloud Monitoring		Up to Two (2)	Up to Four (4)
		Analyzing Cloud Metrics For **One (1)** Entity		Up to Two (2)	Up to Four (4)
Platform Training		• Working With Support • THWACK® • SolarWinds Academy™ Virtual Classrooms • Online Best Practices Articles • General Overview Resources			
Journey Success		• Deployment Summary • Customer Survey • Optimization • Opportunities • Customer Success Manager Hand-Off Call			

ABOUT SOLARWINDS

SolarWinds 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—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 such as 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 SolarWinds Partner Page.