



SolarWinds Premium Support

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

SOLARWINDS PREMIUM SUPPORT OFFERINGS

A complex, organization-critical IT environment demands expert, personalized attention to quickly resolve issues and optimize performance. SolarWinds Premium Support provides customers with fast response times, leveraging a global support organization. SolarWinds partners with you to drive your organization further and help you achieve the technical outcomes most critical to you. There are three Premium Support offerings—levels one through three.

Included in these levels are the following:

- **Technical Support:** 24/7 access to advanced tier support, designated response times for Priority 1 (P1) and Priority 2 (P2) cases
- **Premium Expert Services:** access to management support, including Customer Success, Escalation, Trusted Advisors, and Technical Success Managers
- **Success Services:** designated number of sessions for maintenance and upgrade assistance and joint technical and organization reviews per year, expert-driven health checks, and actionable recommendations based on best practices.
- **Extended Access:** access to THWACKcamp™

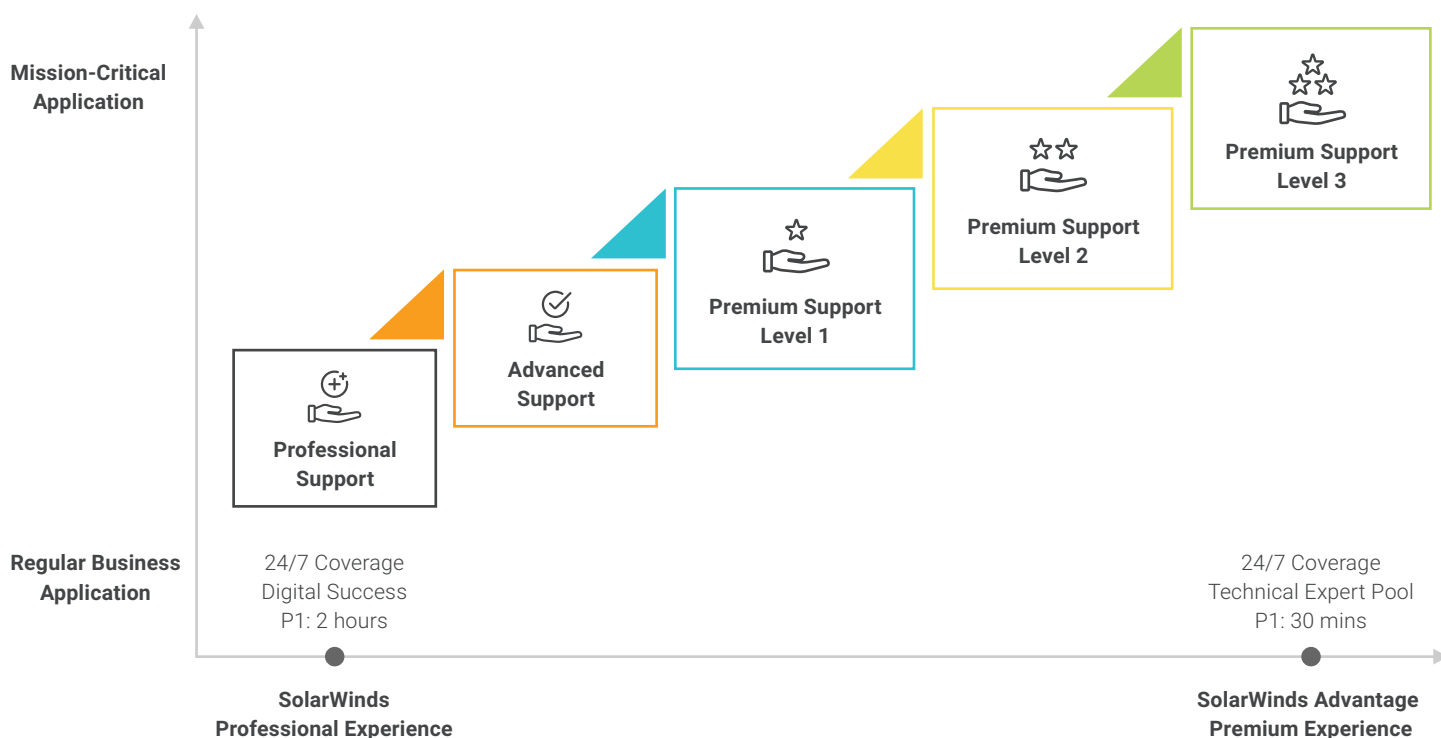
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[support.solarwinds.com/
support-offerings](https://support.solarwinds.com/support-offerings)

COMPARE SOLARWINDS SERVICES OFFERINGS

| TECHNICAL SUPPORT | | PROFESSIONAL SUPPORT | ADVANCED SUPPORT | PREMIUM SUPPORT LEVEL 1 | PREMIUM SUPPORT LEVEL 2 | PREMIUM SUPPORT LEVEL 3 |
|-------------------|--------------|---------------------------|--|--|--|------------------------------------|
| PRIORITY | AVAILABILITY | RESPONSE TIME | | | | |
| P1 | 24/7 | 2 hours | 1 hour | 1 hour | 1 hour | 30 mins |
| P2 | 24/7 | 8 hours | 4 hours | 4 hours | 2 hours | 1 hour |
| Support Resource | | Customer Support resource | Intermediate Customer Support resource | Intermediate Customer Support resource | Intermediate Customer Support resource | Advanced Customer Support resource |
| Success Services | | Digital Success | Digital Success | Customer Success Manager | Technical Success Manager | Senior Technical Success Manager |

SOLARWINDS PREMIUM SUPPORT OFFERINGS



| TECHNICAL SUPPORT PRIORITIES | DESCRIPTION |
|------------------------------|---|
| P1 – System Down | Customer's production use of SolarWinds software is stopped or so severely impacted, users cannot reasonably continue to use or access the software. Critical requests have one or more characteristics: a) data corruption, b) SolarWinds software hangs, causing unacceptable delays, or c) the SolarWinds software is inaccessible to all users. |
| P2 – High | Customer experiences a disruptive loss of use of the SolarWinds software. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. |
| P3 – Medium | Customer experiences moderate to a minor loss of use of the SolarWinds software, or a feature/operation generates an unexpected result. The impact is isolated and an inconvenience; however, use and access to SolarWinds software can continue. |
| P4 – Low | Customer requests information, an enhancement, or documentation clarification regarding SolarWinds software, but there is no impact on the use or access of SolarWinds software. |

PREMIUM SUPPORT SERVICE HOURS

• Business Hours

- North America: 7 a.m. – 7 p.m. (CT) Monday to Friday
- APAC: 7 a.m. – 7 p.m. (GMT+8) Monday to Friday
- EMEA: 7 a.m. – 7 p.m. (GMT+1) Monday to Friday

• After Business Hours

- North America 7 p.m. to 7 a.m. (CT) Monday to Friday
- APAC: 7 p.m. – 7 a.m. (GMT+8) Monday to Friday
- EMEA: 7 p.m. – 7 a.m. (GMT+1) Monday to Friday
- 24 Hours during weekends beginning 7 p.m. (CT) Friday through midnight to 7 a.m. Monday (CT) and holidays

PROFESSIONAL AND ADVANCED SUPPORT SERVICE LEVELS

| CATEGORY | PROFESSIONAL SUPPORT | ADVANCED SUPPORT |
|------------------------------|--|--|
| Technical Support | <ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • Two-hour response time for P1 cases • Eight-hour response time for P2 cases • Customer Support resource | <ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Four-hour response time for P2 cases • Intermediate Customer Support resource |
| Premium Services Team | <ul style="list-style-type: none"> • Cases are worked by our global support team | <ul style="list-style-type: none"> • Cases are worked by our global premium support team |
| Success Services | <ul style="list-style-type: none"> • Digital Success | <ul style="list-style-type: none"> • Up to four (4) maintenance window and upgrade assistance sessions • Digital Success |

All levels include access to:

- **Training and certification options:** Virtual classes and eLearning • SolarWinds Academy classes • SolarWinds Certified Professional classes (some classes are subject to additional fees); and
- **Self-help services:** Access to Customer Success Center • Knowledge Base articles • best practice content • global search • digital Health Checks

PREMIUM SUPPORT SERVICE LEVELS

| CATEGORY | PREMIUM SUPPORT LEVEL 1 | PREMIUM SUPPORT LEVEL 2 | PREMIUM SUPPORT LEVEL 3 |
|------------------------------|---|--|---|
| Technical Support | <ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Four-hour response time for P2 cases • Intermediate Customer Support resources | <ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Two-hour response time for P2 cases • Intermediate Customer Support resource • Designated escalation manager | <ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • 30-minute response time for P1 cases • One-hour response time for P2 cases • Advanced Customer Support resource • Designated escalation manager |
| Premium Services Team | <ul style="list-style-type: none"> • Cases are worked by our global premium support team | <ul style="list-style-type: none"> • Cases are worked by our designated region premium support team during business hours • On-demand access to the global premium support team after business hours, holidays, and weekends • Up to four (4) joint technical and business reviews per year | <ul style="list-style-type: none"> • Cases are worked by our designated region senior premium support team during business hours • On-demand access to the global senior premium support team after business hours, holidays, and weekends • Up to eight (8) joint technical and business reviews per year |
| Success Services | <ul style="list-style-type: none"> • Up to four (4) maintenance window and upgrade assistance sessions • Customer Success Manager | <ul style="list-style-type: none"> • Up to eight (8) maintenance window and upgrade assistance sessions • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned Technical Success Manager | <ul style="list-style-type: none"> • Up to twelve (12) maintenance window and upgrade assistance sessions • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned Senior Technical Success Manager |

All levels include access to:

- **Training and certification options:** Virtual classes and eLearning • SolarWinds Academy classes • SolarWinds Certified Professional classes (some classes are subject to additional fees); and
- **Self-help services:** Access to Customer Success Center • Knowledge Base articles • best practice content • global search • digital Health Checks

DEPLOYMENT SERVICES OFFERINGS – FIXED SCOPE

Deployment Assistance addresses the implementation and deployment aspects of the SolarWinds portfolio. Deployment Services are designed to help you quickly implement and optimize world-class SolarWinds software with one-on-one expert advice from SolarWinds implementation experts. There are four deployment services offerings: one self-led and three levels of assisted onboarding. All packages are performed (or subcontracted) by a SolarWinds Certified Partner.

Services may include the following:

- **Expert Consultants:** designated specialists available for ongoing deployment calls
- **Implementation Services:** product setup, specific product configuration, dashboard setup, alert creation, reporting
- **Resource Assistance:** real-time visibility into onboarding progress, best practice online chats, field guides, recorded videos, the SolarWinds Customer Success Center, knowledge base articles
- **Training and Certifications:** virtual and in-person classes, SolarWinds Academy classes, SolarWinds Certified Professional® classes

CUSTOM PROFESSIONAL SERVICES OFFERINGS

SolarWinds Custom Professional Services provide deployment services, allowing you to customize the project plan and implementation to your specific organizational needs. There are three options to select from:

- **Resident Engineer:** A dedicated services engineer with security credentials—the resident engineer is responsible for all planning aspects of the SolarWinds deployment project. They maintain project records, monitor and expedite weekly reports for accuracy, and develop custom deployment project details per the organization's objectives.
- **Daily Professional Services:** A senior onboarding specialist with Custom Professional Services experience is assigned to the organization for eight (8) hours of remote work. Typical projects leveraging Daily Professional Services include custom scripting, third-party integrations, custom report creation, etc.
- **Weekly Professional Services:** A senior onboarding specialist with Custom Professional Services experience is assigned to the organization for 40 hours of remote work. Typical projects leveraging Weekly Professional Services include advanced deployment reviews and recommendations, third-party solution migrations and cut-overs, and go-live support. On-site options are available (with additional expenses).

SUPPORT PROGRAM LIMITATIONS

Support does not include the development of custom scripts, templates, or SQL queries; performing analysis of—or troubleshooting for—performance problems related to third-party products; or SQL or operating system issues. SolarWinds will not take control of a company’s environment to perform full installations, configurations, migrations, or upgrades. SolarWinds will not go on-site to perform service business needs. 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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