

SolarWinds Premium Support

SolarWinds® Premium Support program is designed to empower customers and partners to achieve success. Our dedicated success team will work closely with your technical team to implement new observability technology and maximize feature adoption. We provide proactive, expert guidance and personalized support to optimize your critical operations and complex, mission-critical environment and deliver exceptional technical results. Additionally, we offer SolarWinds Certified Professional (SCP) vouchers to help certify your global IT team.

SolarWinds support program includes the following:

- [Professional Support](#)
- [Advanced Support](#)
- [Premium Support Level 1](#)
- [Premium Support Level 2](#)
- [Premium Support Level 3](#)

KEY FEATURES

Technical Support

Priority access to 24/7 advanced tier support, multilingual support, and faster response for Priority 1 (P1) and 2 (P2) cases.

Success Services

Exclusive access to the Customer Success Manager (CSM), Customer Success Engineer (CSE), and designated Escalation Manager, as well as proactive engagement, ongoing success planning, and joint technical and business reviews (JTR) every year.

Premium Services

A designated number of sessions for standby support during the on-demand proactive maintenance window, product insights, quarterly incident review, bug scrub, expert-driven health checks, and actionable remediation assistance based on best practices.

Academy and Education

Unlimited access to online Academy resources, exclusive access to private “Office Hours” with a Technical Academy specialist, and SolarWinds Certified Professional® vouchers every year.

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SOLARWINDS SUPPORT TEAM'S OUTSTANDING CUSTOMER INNOVATION, EXPERIENCE AND SERVICE RECOGNITION

30

Customer Stevie® Awards
since 2018





KEY BENEFITS

Customer Success

Work with our award-winning Customer Success Managers (CSMs) and Engineers (CSEs) to help you succeed and be the voice of your customers.

Deploy the latest observability technology and adopt features to increase your return on investment (ROI).

Assurance

Priority access to 24/7 support coverage, designated Escalation Manager, and prioritized queue to support your mission-critical applications and resolve issues faster.

Premium support resolved mission-critical issues 5X faster than professional support.

Reliability

Access to CSEs and designated technical experts for proactive health checks, optimization, and driving operational excellence.

Plan regular upgrades and schedule on-demand standby support during your proactive maintenance window.

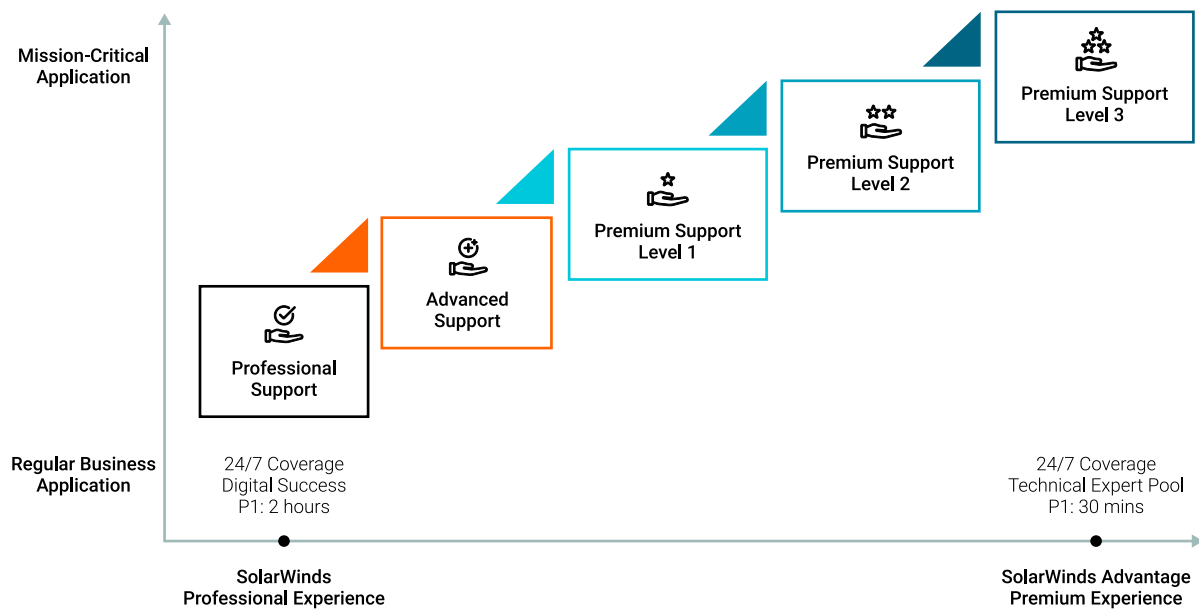
Education

Access to the Academy Specialists to empower your technical team, leverage the product features to drive operational efficiency, and earn the SolarWinds Certified Professional.

COMPARE SOLARWINDS PREMIUM SUPPORT OFFERINGS

	FEATURES	PROFESSIONAL SUPPORT	ADVANCED SUPPORT	PREMIUM SUPPORT LEVEL 1	PREMIUM SUPPORT LEVEL 2	PREMIUM SUPPORT LEVEL 3
Technical Support	Supported Products	All SolarWinds Products	Observability Self-Hosted Enterprise Scale	All SolarWinds Products		
	Availability	24/7 Global				
	P1 – System Down Priority – Initial Response Time	2 hours	1 hour	1 hour	1 hour	30 mins
	P2 – High Priority – Initial Response Time	8 hours	4 hours	4 hours	2 hours	1 hour
	Communication Channels - Self-help, Portal, Ticket, Chat & Phone	✓	✓	✓	✓	✓
	Prioritized Ticket and Call Queue		✓	✓	✓	✓
	Support Team	Standard Customer Support Resources	Intermediate Customer Support Resources			Advanced Customer Support Resources
	Escalation	Global Escalation Team			Designated Escalation Manager	
	Additional Languages				Available on demand during SolarWinds business hours	
Success Services	Success Team	Digital Success	Customer Success Manager			Senior Customer Success Manager
	Technical and Business Reviews			Up to 2 joint reviews per year	Up to 4 joint reviews per year	Up to 8 joint reviews per year
	Executive Business Review (EBR)					✓
Premium Services	Success Team				Customer Success Engineer	Senior Customer Success Engineer
	Priority Handling for Escalations				✓	✓
	Quarterly Support Ticket Review				✓	✓
	Product Insights				✓	✓
	Bug Scrub				✓	✓
	On-Demand Proactive Maintenance Window			Up to 4 times/year	Up to 8 times/year	Up to 12 times/year
	Self-Service Health Check	✓	✓	✓	✓	✓
	Expert-Driven Health Check			Up to 2 times/year	Up to 4 times/year	Up to 8 times/year
	Health Check Remediation Assistance				✓	✓
Academy and Education	Academy Online Classes and eLearning Training	✓	✓	✓	✓	✓
	SolarWinds Certified Professional (SCP) vouchers			Up to 2 vouchers/year	Up to 5 vouchers/year	Up to 10 vouchers/year
	“Office Hours” with a Technical Academy specialist	✓	✓	✓	✓	✓
	Private Schedule				Up to 2 hours/year	Up to 4 hours/year

SOLARWINDS PREMIUM SUPPORT OFFERINGS



PRIORITY DESIGNATION CATEGORIES & DEFINITION

CASE PRIORITIES	DEFINITION
P1 - System Down/Critical	The customer's production use of SolarWinds software is stopped or so severely impacted that no user can reasonably continue to use or access the software. Critical requests have one or more of the following characteristics: a) data corruption, b) SolarWinds software hangs, causing unacceptable delays, or c) the SolarWinds software is inaccessible to all users.
P2 - High	The customer experiences a disruptive loss of use of the SolarWinds software. Important features are unavailable, and there is no acceptable workaround; however, operations can continue in a restricted fashion.
P3 - Medium	The customer experiences moderate to minor loss of use of the SolarWinds software or a feature/operation that generated a result that was not expected. The impact is isolated and inconvenient; however, use and access to SolarWinds Software can continue.
P4 - Low	The customer requests information, an enhancement, or documentation clarification regarding SolarWinds software but there is no impact on the use or access of SolarWinds software.



SolarWinds Professional Support

SolarWinds Professional Support is an entry-tier support plan designed to drive success for customers and partners managing business applications in production environments. It offers extensive self-help online resources for implementing new observability technologies and standard technical support to ensure optimal product performance.

Learn More →

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KEY FEATURES

Self-Help Services

Access to customer success center, knowledge base, and best practice article. Self-led onboarding and access to escalation and digital health checks from the customer portal.

Technical Support

24/7 access to support, standard customer support resources and support queue. Two-hour response time for P1 cases and eight-hour response time for P2 cases. Access to software updates and THWACK® community access.

Success Services

Access to trusted advisors and guidance for digital success.

Optional “Deployment Service” add-on.

Premium Services

Optional “Premium Support” add-on.

Academy and Education

Unlimited access to online Academy resources and access to “Office Hours” with a Technical Academy specialist.



SolarWinds Advanced Support

SolarWinds Advanced Support is a mid-tier support plan for SolarWinds Observability Self-Hosted – Enterprise Scale and Service Desk - “Premier Tier.” It is designed to drive success for customers and partners managing critical business applications in production environments. It also offers extensive self-help online resources for implementing new observability technologies and intermediate technical support with faster response to ensure optimal product performance.

[Learn More →](#)[Visit our website](#)

KEY FEATURES

Self-Help Services

Access to customer success center, knowledge base, and best practice article. Self-led onboarding and access to escalation and digital health checks from the customer portal.

Technical Support

24/7 access to support, standard customer support resources and support queue. Two-hour response time for P1 cases and eight-hour response time for P2 cases. Access to software updates and THWACK community access.

Success Services

Access to trusted advisors and guidance for digital success.

Optional “Deployment Service” add-on.

Premium Services

Optional “Premium Support” add-on.

Academy and Education

Unlimited access to online Academy resources and access to “Office Hours” with a Technical Academy specialist.



SolarWinds Premium Support Level 1

SolarWinds Premium Support Level 1 is a mid-tier support plan designed to ensure success for customers and partners managing critical business applications in mission-critical environments. It provides proactive engagement through dedicated Customer Success Managers (CSM), collaborative technical reviews aligned with your business goals, resources for deploying new observability technologies, and intermediate technical support with faster response times to maintain optimal product performance.

[Learn More →](#)

Visit our website

KEY FEATURES

Self-Help Services

Access to customer success center, knowledge base, and best practice article. Self-led onboarding and access to escalation and digital health checks from the Customer Portal.

Technical Support

Priority access to 24/7 support coverage, intermediate customer support resources, and a priority support queue. One-hour response time for P1 cases and four-hour response time for P2 cases. Access to software updates and THWACK community access.

Success Services

Access to trusted advisors, assigned CSM, proactive engagement, ongoing success planning, and up to two joint technical and business reviews (JTR) every year.

Premium Services

Work with our designated region premium support team cases during business hours; the global region premium support team works outside SolarWinds business hours, holidays, and weekends. Access expert-driven health checks and up to four standby support sessions during the on-demand proactive maintenance window.

Academy and Education

Unlimited access to online Academy resources, access to "Office Hours" with Technical Academy specialists, and up to two SolarWinds Certified Professional vouchers every year.



SolarWinds Premium Support Level 2

SolarWinds Premium Support Level 2 is a high-tier support plan designed to ensure success for customers and partners managing complex, critical business applications in mission-critical or closed environments. It offers proactive engagement through dedicated Customer Success Managers (CSMs) and Customer Success Engineers (CSEs) and collaborative technical reviews tailored to your business goals. The plan provides resources for deploying new observability technologies, intermediate multilingual technical support, designated Escalation Manager, and faster response times to enhance product performance and scalability.

[Learn More →](#)

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KEY FEATURES

Self-Help Services

Access to customer success center, knowledge base, and best practice article. Self-led onboarding and access to escalation and digital health checks from the customer portal.

Technical Support

Priority access to 24/7 support coverage, intermediate multilingual customer support resources, and a priority support queue. One-hour response time for P1 cases and four-hour response time for P2 cases. Access to software updates and THWACK community access.

Success Services

Access to trusted advisors, assigned CSM, CSE, designated Escalation Manager, proactive engagement, ongoing success planning, and up to four joint technical and business reviews (JTR) every year.

Premium Services

Work with our designated region premium support team cases during business hours; the global region premium support team works outside SolarWinds business hours, holidays, and weekends. Access expert-driven health checks, remediation assistance, product insights, bug scrubs, and up to eight standby support sessions during the on-demand proactive maintenance window.

Academy and Education

Unlimited access to online Academy resources, exclusive access to up to two hours of private "Office Hours" with a Technical Academy specialist, and up to five SolarWinds Certified Professional vouchers every year.



SolarWinds Premium Support Level 3

SolarWinds Premium Support Level 3 is the highest-tier support plan, designed to ensure success for customers and partners managing complex, mission-critical, or closed environments. It offers proactive engagement through senior Customer Success Manager (CSM) and Customer Success Engineer (CSE), along with collaborative technical reviews and executive business reviews tailored to your business goals. The plan provides comprehensive resources for deploying new observability technologies, advanced multilingual support, Escalation Managers, and faster response times to optimize product performance and scalability.

[Learn More →](#)[Visit our website](#)

KEY FEATURES

Self-Help Services

Access to customer success center, knowledge base, and best practice article. Self-led onboarding and access to escalation and digital health checks from the customer portal.

Technical Support

Priority access to 24/7 support coverage, intermediate multilingual customer support resources, and a priority support queue. One-hour response time for P1 cases and four-hour response time for P2 cases. Access to software updates.

Success Services

Access to designated Senior CSM, CSE, Escalation Manager, proactive engagement, ongoing success planning, executive business review (EBR), and up to eight joint technical and business reviews (JTR) every year.

Premium Services

Work with our designated region premium support team cases during business hours; the global region premium support team works outside SolarWinds business hours, holidays, and weekends. Access expert-driven health checks, remediation assistance, product insights, bug scrubs, and up to 12 standby support sessions during the on-demand proactive maintenance window.

Academy and Education

Unlimited access to online Academy resources, exclusive access to up to four hours of private "Office Hours" with a Technical Academy specialist, and up to 10 SolarWinds Certified Professional vouchers every year.



Additional Offerings

ONBOARDING

SolarWinds offers onboarding programs designed to guide you through product installation and setup, ensuring you quickly gain value from your products. Depending on your business needs and availability, you can choose from self-guided or deployment service options.

For more information on self-led onboarding, please visit:

<https://support.solarwinds.com/self-led-onboarding>

DEPLOYMENT SERVICES

For those who prefer assistance, SolarWinds Deployment Services – Fixed Scope provides a dedicated SolarWinds deployment specialist who will align with your business objectives, assess your environment, and support your installation and configuration. This service helps you implement new observability technologies and fully utilize product features.

For more information on deployment services, please visit:

<https://support.solarwinds.com/assisted-onboarding>

PREMIUM SUPPORT SERVICES HOURS

By default, English support is available to all customers on all levels of support programs. Business hours in North America and EMEA (as stated below) will be adjusted during daylight savings time.

Region Business Hours

- North America: 7:00 am - 7:00 pm (CT), Monday – Friday
- APJ: 7:00 am - 7:00 pm (GMT+8), Monday – Friday
- EMEA: 7:00 am - 7:00 pm (GMT+1), Monday – Friday

Region After Business Hours

- North America: 7:00 pm - 7:00 am (CT), Monday – Friday
- APJ: 7:00 pm - 7:00 am (GMT+8), Monday – Friday
- EMEA: 7:00 pm - 7:00 am (GMT+1), Monday – Friday
- 24 Hours during Weekends beginning 7 pm (GMT-6) Friday through midnight to 7 am Monday (GMT-6) and Holidays



ADDITIONAL LANGUAGES SERVICES HOURS

Additional language support is available in the following languages for Premium Support levels 2 and 3. SolarWinds business hours as stated will be adjusted during daylight savings.

- Japanese & Korean: 9:00 am - 5:00 pm (GMT+9), Monday – Friday
- Mandarin: 9:00 am - 5:00 pm (GMT+8), Monday – Friday
- Spanish & Portuguese: 9:00 am - 5:00 pm (GMT-6), Monday – Friday

SUPPORT PROGRAM LIMITATION

Support does not cover the development of custom scripts, reports, templates, or SQL queries, nor does it involve analyzing or troubleshooting performance issues related to third-party products, SQL, or operating system issues. SolarWinds will not take control of your environment to perform full installations, configurations, migrations, or upgrades, and on-site support is not provided.

For these services, please contact our [SolarWinds Certified Service Providers \(SCSP\)](#).

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:

<https://support.solarwinds.com/premium-support-offerings>

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 [SolarWinds Partner Page](#).

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