

SolarWinds Premium Support

PROACTIVE AND PURPOSE-BUILT FOR ENTERPRISE RELIABILITY

SolarWinds® Premium Support delivers enterprise-grade engagement designed to accelerate issue resolution, minimize operational risk, and maintain the health and performance of your SolarWinds environment.

Our proactive, expert-led model empowers customers and partners to achieve success through close collaboration with dedicated success and engineering teams. Whether you're running mission-critical applications or globally scaled environments, Premium Support provides the expertise and assurance you need to keep your operations performing at their best.

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

Through personalized business and technical reviews, our experts guide your team in implementing new observability technologies, optimizing configurations, and maximizing feature adoption across your SolarWinds solutions.

To further strengthen your in-house capabilities, SolarWinds offers **SolarWinds Certified Professional (SCP) vouchers**, enabling your IT teams to develop advanced product expertise and maintain operational excellence.

SUPPORT LEVEL	DESIGNED FOR	CORE BENEFITS
<u>Professional Support</u>	Organizations getting started with SolarWinds and wanting entry-level support for essential guidance	<ul style="list-style-type: none">Standard technical support to ensure optimal product performanceAccess to digital success and limited success servicesSelf-service health checks
<u>Advanced Support</u>	Customers managing critical business applications in production environments	<ul style="list-style-type: none">Available with SolarWinds® Observability Self-Hosted – Enterprise Scale and SolarWinds Service Desk – Premier TierFaster response times than Professional SupportIntermediate technical supportAccess to digital success, self-help resources and best practicesEligible for a discounted upgrade to Premium Support
<u>Premium Support Level 1</u>	Teams needing proactive engagement and enhanced assurance	<ul style="list-style-type: none">Customer Success Managers (CSMs) and Premium Support engineersStandby support during proactive maintenance windowsExpert-driven health checks and collaborative business reviewsSCP vouchers and additional SolarWinds Academy™ resources
<u>Premium Support Level 2</u>	Enterprises with complex IT operations or regional requirements	<ul style="list-style-type: none">CSMs and Customer Success Engineers (CSEs)Escalation Managers and multilingual supportHealth checks with remediation planningProduct insights, bug scrubs, and incident reviews, along with Private Academy sessions and SCP vouchers
<u>Premium Support Level 3</u>	Large, regulated, or global organizations requiring strategic and ongoing support	<p>All Premium Support Level 2 benefits plus:</p> <ul style="list-style-type: none">Highest response prioritizationFull 24/7 support and proactive standby assistanceExecutive business reviews (EBRs)Senior CSMs and CSEsSystem planning and optimization with CSEsExclusive engagement features and personalized escalation handling



KEY BENEFITS

Technical Support

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

Success Services

Exclusive access to CSMs, CSEs, and designated Escalation Managers, along with proactive engagement, onboarding, ongoing success planning, and joint technical and business reviews every year.

Premium Services

A designated number of sessions for standby support during the on-demand proactive maintenance window, product insights, quarterly incident reviews, bug scrubs, 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 SCP vouchers every year.

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

32

Customer Stevie® Awards
since 2018



PRIORITY DESIGNATION CATEGORIES AND DEFINITION

CASE PRIORITIES	DESIGNED FOR
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 hanging and causing unacceptable delays, or c) the SolarWinds software being 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 work-around; 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 generating an unexpected result. 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.



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 or Service Desk-Premier	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	✓	✓	✓	✓	✓
	Chat Is Available Only for SaaS Products					
	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	
Success Services	Additional Languages				Available On-Demand During SolarWinds Business Hours	
	Complimentary Orientation Meeting	Onboarding Engineer	Onboarding Engineer	Onboarding Engineer	CSE	Senior CSE
	Customer Success	Digital Success	Digital Success	CSM	CSM	Senior CSM
	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
Academy and Education	Executive Business Review (EBR)					✓
	Online Academy Classes and eLearning Training	✓	✓	✓	✓	✓
	SCP Vouchers			Up to 2 Vouchers/Year	Up to 5 Vouchers/Year	Up to 10 Vouchers/Year
	“Office Hours” With a Technical Academy Specialist	✓	✓	✓	✓	✓
Proactive Engagement	Private Schedule				Up to 2 Hours/Year	Up to 4 Hours/Year
	Success Team				CSE	Senior CSE
	Priority Handling for Escalations				✓	✓
	Quarterly Support Ticket Review				✓	✓
	Product Insights and Feature Enablement				✓	✓
	Self-Service Health Check	✓	✓	✓	✓	✓



FEATURES		PROFESSIONAL SUPPORT	ADVANCED SUPPORT	PREMIUM SUPPORT LEVEL 1	PREMIUM SUPPORT LEVEL 2	PREMIUM SUPPORT LEVEL 3
SolarWinds Observability and Database Self-Hosted	Bug Scrub				✓	✓
	On-Demand Proactive Maintenance Window			Up to 4 Times/Year	Up to 8 Times/Year	Up to 12 Times/Year
	Expert-Driven Health Check			Up to 2 Times/Year	Up to 4 Times/Year	Up to 8 Times/Year
	Health Check Remediation Assistance				✓	✓
SolarWinds Observability SaaS	On-Demand Remote Help			✓	✓	✓
	<u>API and Integration Enablement</u>				✓	✓
SolarWinds Service Desk (ITSM)	<u>Automation Enablement</u>					✓
	<u>API and Integration Enablement</u>					✓

NEW PREMIUM SUPPORT FEATURES

On-Demand Remote Help

Available for SolarWinds Observability SaaS Premium Support, this service gives customers on-demand access to SolarWinds technical experts for remote assistance, issue resolution, configuration optimization, and uninterrupted Observability SaaS operations.

Integration Enablement

Offered for SolarWinds Observability SaaS Premium Support Levels 2 and 3 and SolarWinds Service Desk Premium Support Level 3, Integration Enablement enhances cross-platform visibility by connecting SolarWinds solutions with third-party systems. Your CSE will assist you in integrating alert flows from SolarWinds Platform to Service Desk, enabling single sign-on and user provisioning (Azure® AD, Okta®, Lightweight Directory Access Protocol), and activating built-in productivity integrations such as Dameware®, TeamViewer, and Harvest.

API Enablement

Available for SolarWinds Observability SaaS Premium Support Levels 2 and 3 and SolarWinds Service Desk Premium Support Level 3, API Enablement helps extend platform capabilities through automation and system-to-system communication. Your CSE will assist you in using APIs to automate ticket actions, connect observability data to development operations (DevOps) tools, integrate with artificial intelligence platforms for advanced insights, and link SolarWinds Service Desk with enterprise resource planning, customer relationship management, or project management systems.

Automation Enablement

Available with SolarWinds Service Desk Premium Support Level 3, Automation Enablement helps reduce manual effort by applying rules-based workflows within SolarWinds Service Desk. Your CSE will assist in setting up ticket automations, time-based actions, and automated creation of change records to streamline IT service processes.

SolarWinds Service Desk – Premier Tier includes advanced support ([Learn More](#)).

* Self-Hosted Database includes Database Performance Analyzer (DPA) and SQLSentry (SQLS)

** SaaS includes Digital Experience Observability (DEM), Database Observability (DBO), Application Observability (APM), Log Observability and Network, Infrastructure, and Cloud Observability



SolarWinds Professional Support

SUPPORT OFFERING

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 online self-help resources for implementing new observability technologies and standard technical support to ensure optimal product performance.

[Learn More](#)

Visit our website

KEY FEATURES

Self-Help Services

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

Technical Support

Access to 24/7 support, standard customer support resources, and support queues. A two-hour response time for P1 cases and an eight-hour response time for P2 cases. Access to software updates and the THWACK® community.

Success Services

Access to trusted advisors and guidance for digital success.

Elevate your onboarding with expert-guided implementation—[Deployment Service](#).

Premium Services

Upgrade to proactive, purpose-built enterprise reliability—[Premium Support](#).

Academy and Education

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



SolarWinds Advanced Support

SUPPORT OFFERING

SolarWinds Advanced Support is a mid-tier support plan for SolarWinds Observability Self-Hosted – Enterprise Scale and SolarWinds 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 online self-help resources for implementing new observability technologies and intermediate technical support with faster response times to ensure optimal product performance.

[Learn More](#)

Visit our website

KEY FEATURES

Self-Help Services

Access to the customer success center, knowledge base, and best practices articles. 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 support queues. A one-hour response time for P1 cases and a four-hour response time for P2 cases. Access to software updates and the THWACK community.

Success Services

Access to trusted advisors and guidance for digital success.

Elevate your onboarding with expert-guided implementation—[Deployment Service](#).

Premium Services

Upgrade to proactive, purpose-built enterprise reliability—[Premium Support](#).

Academy and Education

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



SolarWinds Premium Support Level 1

SUPPORT OFFERING

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 CSMs, 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

Technical Support

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

Success Services

Access to trusted advisors, assigned CSMs, proactive engagement, ongoing success planning, and up to two (2) joint technical and business reviews (JTR) every year.

Premium Services

Access to the designated regional Premium Support team during business hours, with global Premium Support coverage outside SolarWinds business hours, holidays, and weekends. Access to expert-driven health checks, up to four (4) standby support sessions during the on-demand proactive maintenance window, and On-Demand Remote Help for SaaS products.

Academy and Education

Unlimited access to online Academy resources, access to "Office Hours" with Technical Academy specialists, and up to two (2) SCP vouchers every year.



SolarWinds Premium Support Level 2

SUPPORT OFFERING

SolarWinds Premium Support Level 2 is a high-tier support plan designed to ensure success for customers and partners managing complex business applications in mission-critical or closed environments. It offers proactive engagement through dedicated CSMs and 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 Managers, and faster response times to enhance product performance and scalability.

[Learn More](#)

Visit our website

KEY FEATURES

Technical Support

Priority access to 24/7 support coverage, intermediate multilingual customer support resources, and priority support queues. A one-hour response time for P1 cases and a two-hour response time for P2 cases. Access to software updates and the THWACK community.

Success Services

Access to trusted advisors, assigned CSMs and CSEs, designated Escalation Managers, proactive engagement, ongoing success planning, and up to four (4) joint technical and business reviews (JTR) every year.

Premium Services

Access to the designated regional Premium Support team on cases during business hours, with global Premium Support coverage outside SolarWinds business hours, holidays, and weekends. Access to expert-driven health checks, remediation assistance, product insights, feature enablement, bug scrubs, and up to eight (8) standby support sessions during the on-demand proactive maintenance window, along with On-Demand Remote Help and API and Integration Enablement for SaaS products.

Academy and Education

Unlimited access to online Academy resources, exclusive access to up to two (2) hours of private "Office Hours" with a Technical Academy specialist, and up to five (5) SCP vouchers every year.



SolarWinds Premium Support Level 3

SUPPORT OFFERING

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 CSMs and CSEs, along with collaborative technical reviews and EBRs tailored to your business goals. The plan provides comprehensive resources for deploying new observability technologies, advanced multilingual support, designated Escalation Managers, and faster response times to optimize product performance and scalability.

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

KEY FEATURES

Technical Support

Priority access to 24/7 support coverage, advanced multilingual customer support resources, and priority support queues. A 30-minute response time for P1 cases and a one-hour response time for P2 cases. Access to software updates and the THWACK community.

Success Services

Access to designated senior CSMs and CSEs, designated Escalation Managers, proactive engagement, onboarding, ongoing success planning, EBRs, and up to eight (8) joint technical and business reviews (JTR) every year.

Premium Services

Access to the designated regional Premium Support team on cases during business hours, with global Premium Support coverage outside SolarWinds business hours, holidays, and weekends. Access to expert-driven health checks, remediation assistance, product insights, feature enablement, bug scrubs, and up to twelve (12) standby support sessions during the on-demand proactive maintenance window. Access to On-Demand Remote Help, API and Integration Enablement for SaaS products, and Automation and API and Integration Enablement for ITSM.

Academy and Education

Unlimited access to online Academy resources, exclusive access to up to four (4) hours of private “Office Hours” with a Technical Academy specialist, and up to ten (10) SCP 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/onboarding>

DEPLOYMENT SERVICES

Elevate your onboarding with expert-guided implementation. Enhance your SolarWinds deployment with hands-on assistance designed to accelerate time-to-value, reduce risk, and ensure your environment is set up correctly from day one. This service gives your team direct access to SolarWinds specialists who help you configure, optimize, fully utilize product features, and operationalize your platform with confidence.

For more information on deployment services, please visit:

<https://support.solarwinds.com/deployment-services>

PREMIUM SUPPORT SERVICES HOURS

By default, English support is available to all customers across all support program levels. Business hours (as stated below) in North America and Europe, the Middle East, and Africa (EMEA) will be adjusted during daylight savings time.

Regional Business Hours

- North America: 7 a.m. – 7 p.m. (CT), Monday – Friday
- Asia-Pacific and Japan (APJ): 7 a.m. – 7 p.m. (GMT+8), Monday – Friday
- EMEA: 7 a.m. – 7 p.m. (GMT+1), Monday – Friday

Regional After-Business Hours

- North America: 7 p.m. – 7 a.m. (CT), Monday – Friday
- APJ: 7 p.m. – 7 a.m. (GMT+8), Monday – Friday
- EMEA: 7 p.m. – 7 a.m. (GMT+1), Monday – Friday
- 24 hours during weekends, beginning at 7 p.m. (GMT-6) on Friday through midnight to 7 a.m. on Monday (GMT-6) and holidays



ADDITIONAL LANGUAGE 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 and Korean: 9 a.m. – 5 p.m. (GMT+9), Monday – Friday
- Mandarin: 9 a.m. – 5 p.m. (GMT+8), Monday – Friday
- Spanish and Portuguese: 9 a.m. – 5 p.m. (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 onsite support is not provided.

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

PREMIUM SUPPORT LEGAL DOCUMENTS

[SolarWinds Commercial Premium Support Addendum](#)



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 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](tel:866.530.8100) or email sales@solarwinds.com.
To locate an international reseller near you, visit [SolarWinds Partner Page](#).

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