





# SolarWinds **Deployment Services**

Network Management Onboarding Field Guide



## **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 in the program to ensure goals are clearly defined and met consistently, adequately, and efficiently.

Deployment Services are available for the following Network Management products:

- Network Performance Manager (NPM)
- · Network Configuration Manager (NCM)
- Network Traffic Manager (NTA)
- IP Address Manager (IPAM)
- Log Analyzer (LA)

## **DEPLOYMENT SERVICES PROGRAM**

	SELF-LED	DS LITE (5 HRS.)	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
Network Performance Monitor (NPM)	✓		✓		
Network Configuration Manager (NCM)	✓		✓		
Network Traffic Analyzer (NTA)	✓		✓		
IP Address Manager (IPAM)	✓		✓		
Log Analyzer (LA)	✓		✓		

<sup>\*</sup> Scalability licenses are purchased separately

## **DEPLOYMENT SERVICES**

We'll provide project plans and videos, a best practices approach during setup, and guides for getting started. We'll also help orient you to the Customer Success Center and 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 best practices recommended by SolarWinds.
- Provide an understanding of how to use and configure the product for its intended purpose.
- Discuss 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 program, partner success manager, and partner engineer won't provide onsite support.
- The program, partner success manager, and partner engineer won't develop custom scripts, templates, or queries.
- The program, partner success manager, and partner engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations.
- The program, partner success manager, and partner engineer won't troubleshoot issues, but they'll assist in getting the proper technical support resource to address the issue best.



# **Program Descriptions**

Session topics provide an overall idea of what each session is all 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 partner success manager will reach out to schedule an introductory call in which you'll meet your partner success manager and partner engineer, go over the program, and schedule your first Deployment Services session together.

**SolarWinds Platform Training**—We'll familiarize you with the SolarWinds® Platform.



# 1. Network Performance Monitor (NPM)

CATEGORY		ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction	<ul> <li>Welcome Call</li> <li>Deployment Service Overview</li> <li>Tracking of Project Status</li> <li>Customer Environment/Requirements</li> <li>Prerequisites</li> <li>Risk/Issues</li> <li>Check-In Calls</li> <li>Onboarding Sessions</li> </ul>			
		Duration		Up to 3 Hours
Platform				Up to Two (2)
Planning	Deployment F	Planning Form		✓
	Deployment F	•		<b>✓</b>
		Duration		Up to 3 Hours
		Pre-installation Environment Review		✓
		Install Main Polling Engine		Up to Two (2)
Platform		Install Scalability Engines	APE	Up to One (1)
Installation	Scalability		AWS	Up to One (1)
		Install EOC		Up to One (1)
		Install HA	MPE	Up to Two (2)
	APE		Up to One (1)	
		Duration		Up to 5 Hours
		MP and WMI Credentials		Up to Five (5) Total
		Permissions in Platform		<b>✓</b>
Platform	Create Local Accounts			Up to Three (3)
Configuration	Credential Integration of Orion Account Group with Active Directory® or Azure®			<u> </u>
	Credential Integration of Orion Account Groups with SAML			✓
	Configuration of HTTPS Web Console Configuration for MPE, AWS, and EOC			<b>√</b>
		ortant NPM Settings		<u> </u>
	Provide OIDs	required by Hardware Health on Network I	Devices	· · · · · · · · · · · · · · · · · · ·
	Create and ru	Duration	(20) Davissa saab	Up to 14 Hours  Up to Five (5)
		Create and run Network Discoveries with <b>Up to Twenty (20)</b> Devices each		ορ to Five (5) ✓
Observability and Alerts	Introduce Orion® Agents  Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)		Up to Ten (10)	
	Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)		Up to Two (2)	
	Add Cloud Inf		·	Up to One (1)
	Introduce Custom Properties		<b>✓</b>	
	Create Custor	m Properties		Up to Five (5)



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT		
	Create Groups with entities either  1. <b>Up to One (1)</b> Dynamic; OR  2. <b>Up to Three (3)</b> Static	Up to Ten (10)		
	Introduce Dependencies	✓		
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static	Up to Two (2)		
	Introduce Alerts and Reports	✓		
	Create Alerts using <b>Up to Five (5)</b> built-in fields each	Up to Six (6)		
	Create Reports using <b>Up to Five (5)</b> built-in fields each	Up to Five (5)		
	Create Modern Dashboard with <b>Up to Three (3)</b> each  1. Using built-in Widgets; OR  2. Using Graphical Query Builder	Up to Five (5)		
	Introduce PerfStack™	✓		
	Create PerfStack™ with <b>Up to Three (3)</b> entities each Introduce Maps and Topology			
	Create Maps with <b>Up to Five (5)</b> entities each			
	Introduce NetPath™	✓		
	Create NetPath™	Up to Two (2)		
	Introduce UCS Poller	✓		
	Set up UCS Poller	Up to One (1)		
	Introduce Hardware Health for Network Devices	✓		
	Introduce Network Insights	✓		
	Introduce Universal Device Poller (UnDP)	✓		
	Create Universal Device Poller (UnDP)	Up to Three (3)		
	Introduce Wireless Polling and Wireless Heatmap	✓		
	Create Wireless Heat Map	Up to One (1)		
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>			
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>			



# 2. NetFlow Traffic Analyzer (NTA)

CATEGORY		DEPLOYMENT ACTIVITIES SERVICES LEVEL 1 30-HOUR LIMIT		
Introduction	<ul><li>Deploy</li><li>Tracki</li><li>Custor</li><li>Prerect</li><li>Risk/Is</li><li>Check</li></ul>	<ul> <li>Tracking of Project Status</li> <li>Customer Environment/Requirements</li> <li>Prerequisites</li> <li>Risk/Issues</li> <li>Check-In Calls</li> </ul>		
		Duration		Up to 3 Hours
Platform Planning	Use Case Re	view		Up to Two (2)
r iddioinir idininig	Deployment	Planning Form		✓
	Deployment	Project Plan		✓
		Duration		Up to 3 Hours
		Pre-installation Environment Review		✓
		Install Main Polling Engine		Up to Two (2)
Platform Installation		Install Scalability Engines	APE	Up to One (1)
Fiationiii iiistaliation	Scalability	install Scalability Engines	AWS	Up to One (1)
		Install EOC	·	Up to One (1)
			MPE	Up to Two (2)
		Install HA	APE	Up to One (1)
		Duration		Up to 5 Hours
	Provision SNMP and WMI Credentials			Up to Five (5) Total
	Understand Permissions in Platform			✓
	Create Local Accounts			Up to Three (3)
DI . (	Credential Integration of Orion Account Group with Active Directory® or Azure®			✓
Platform Configuration	Credential Integration of Orion Account Groups with SAML			✓
C	Configuration of HTTPS Web Console Configuration for MPE, AWS, and EOC		✓	
	Highlight important NPM Settings			✓
	Provide OIDs required by Hardware Health on Network Devices			✓
	Provide device	Provide device setting to send NetFlow		
	Highlight important NTA Settings			✓
		Duration		Up to 14 Hours
Observability and Alerts	Create and run Network Discoveries with <b>Up to Twenty (20)</b> Devices each			Up to Five (5)
	Introduce Orion® Agents			✓
	Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)		Up to Ten (10)	
	Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)			Up to Two (2)
	Introduce Cu	stom Properties		✓
	Create Custo	om Properties		Up to Five (5)



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
	Create Groups with entities either  1. <b>Up to One (1)</b> Dynamic; OR  2. <b>Up to Three (3)</b> Static	Up to Ten (10)
	Introduce Dependencies	✓
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static	Up to Two (2)
	Introduce Alerts and Reports	✓
	Create Alerts using <b>Up to Five (5)</b> built-in fields each	Up to Six (6)
	Create Reports using <b>Up to Five (5)</b> built-in fields each	Up to Five (5)
	Create Modern Dashboard with Up to <b>Three (3) each</b> 1. Using built-in Widgets; OR  2. Using Graphical Query Builder	Up to Five (5)
	Introduce PerfStack™	✓
	Create PerfStack™ with <b>Up to Three (3)</b> entities each	Up to Three (3)
	Introduce Maps and Topology	✓
	Create Maps with <b>Up to Five (5)</b> entities each	Up to Two (2)
	Introduce NetPath™	✓
	Create NetPath™	Up to One (1)
	Introduce UCS Poller	✓
	Set up UCS Poller	Up to One (1)
	Introduce Hardware Health for Network Devices	✓
	Introduce Network Insights	✓
	Introduce Universal Device Poller (UnDP)	✓
	Create Universal Device Poller (UnDP)	Up to Two (2)
	Introduce Wireless Polling and Wireless Heatmap	✓
	Introduce NTA	✓
	Provide NTA flow requirements	✓
	Provide information to set up NBAR on Cisco devices	Up to Two (2)
	Provide information to set up VMWare support on NTA	Up to Two (2)
	Introduce NTA Resources and Widgets	✓
	Introduce Flow Navigator and Quick Alerts	✓
	Introduce NTA Alerts and Reports	✓
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>	
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>	



# 3. Network Configuration Manager (NCM)

CATEGORY		DEPLOYMENT ACTIVITIES SERVICES LEVEL 1 30-HOUR LIMIT		
Introduction	<ul><li>Deplo</li><li>Track</li><li>Custo</li><li>Prere</li><li>Risk/I</li><li>Check</li></ul>	<ul> <li>Tracking Project Status</li> <li>Customer Environment/Requirements</li> </ul>		
		Duration		Up to 3 Hours
Platform Planning	Use Case Re	eview		Up to Two (2)
	Deployment	Planning Form		✓
	Deployment	Project Plan		✓
		Duration		Up to 3 Hours
		Pre-installation Environment Revie	W	✓
		Install Main Polling Engine		Up to Two (2)
51.6		1 1 10 1122 5	APE	Up to One (1)
Platform Installation	Scalability	Install Scalability Engines	AWS	Up to One (1)
		Install EOC		Up to One (1)
			MPE	Up to Two (2)
		Install HA	APE	Up to One (1)
		Duration		Up to 5 Hours
	Provision SN	Provision SNMP and WMI Credentials		
	Understand Permissions in Platform			✓
	Create Local Accounts			Up to Three (3)
Platform Configuration	Credential Integration of Orion Account Group with Active Directory® or Azure®			✓
	Credential Integration of Orion Account Groups with SAML			✓
	Configuration of HTTPS Web Console Configuration for MPE, AWS, and EOC			✓
	Introduce User Role Delegation			✓
	Highlight im	Highlight important NCM Settings		
	Duration			Up to 14 Hours
	Create and r	run Network Discoveries with <b>Up to 1</b>	wenty (20) Devices each	Up to Two (2)
	Introduce Or	rion® Agents		✓
Observability and Alerts	Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)			Up to Five (5)
	Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)			Up to One (1)
	Introduce Custom Properties			✓
	Create Custo	om Properties		Up to Three (3)
	Create Groups with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static		Up to Five (5)	



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
	Introduce Dependencies	✓
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static	Up to One (1)
	Introduce Alerts and Reports	✓
	Create Alerts using <b>Up to Five (5)</b> built-in fields each	
	Create Reports using <b>Up to Five (5)</b> built-in fields each	Up to Two (2)
	Create Modern Dashboard with Up to <b>Three (3) each</b> 1. Using built-in Widgets; OR 2. Using Graphical Query Builder	Up to One (1)
	Introduce PerfStack™	✓
	Create PerfStack™ with <b>Up to Three (3)</b> entities each	Up to One (1)
	Introduce Maps and Topology	✓
	Create Maps with <b>Up to Five (5)</b> entities each	Up to One (1)
	Introduce NCM	✓
	Introduce Device Templates	✓
	Set up and run device configuration backup	Up to Two (2)
	Set up NCM Jobs	Up to Two (2)
	Introduce Config Change Templates	✓
	Introduce Firmware Upgrades	✓
	Introduce Firmware Vulnerability Data	✓
	Introduce Compliance Reports	✓
	Create Compliance Reports with <b>Up to One (1)</b> Policy and <b>Up to Three (3)</b> Rules	Up to Five (5)
	Introduce Real-time Config Change Detection	✓
	Set up Real-time Config Change Detection	Up to Two (2)
	Introduce Approval System for configuration changes	✓
	Introduce NCM Alerts and Reports	✓
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>	
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>	



# 4. IP Address Manager (IPAM)

CATEGORY		ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction	<ul> <li>Welcome Call</li> <li>Deployment Service Overview</li> <li>Tracking Project Status</li> <li>Customer Environment/Requirements</li> <li>Prerequisites</li> <li>Risk/Issues</li> <li>Check-In Calls</li> <li>Onboarding Sessions</li> </ul>			
		Duration		Up to 3 Hours
Platform Planning	Use Case Reviev	Use Case Review		Up to Two (2)
l lationin laming	Deployment Plar	nning Form		✓
	Deployment Proj	iect Plan		✓
		Duration		Up to 3 Hours
		Pre-installation Environment Review	1	✓
		Install Main Polling Engine		Up to Two (2)
Platform Installation		Install Scalability Engines	APE	Up to One (1)
r latioini installation	Scalability	install Scalability Engines	AWS	Up to One (1)
		Install EOC		Up to One (1)
		Install HA	MPE	Up to Two (2)
		IIIStali i IA	APE	Up to One (1)
	Duration		Up to 5 Hours	
	Provision SNMP and WMI Credentials			Up to Five (5) Total
	Understand Permissions in Platform			✓
	Create Local Accounts			Up to Three (3)
	Credential Integration of Orion Account Group with Active Directory® or Azure®			✓
Platform Configuration	Credential Integration of Orion Account Groups with SAML			✓
	Configuration of HTTPS Web Console Configuration for MPE, AWS, and EOC			✓
	Introduce User Role Delegation			✓
	Introduce permissions for managing DNS server			✓
	Introduce permissions for managing DHCP server		✓	
	Highlight importa	ant IPAM Settings		✓
		Duration		Up to 14 Hours
	Create and run N	letwork Discoveries with <b>Up to Twenty</b>	<b>(20)</b> Devices each	Up to Two (2)
	Introduce Orion® Agents		✓	
Observability and Alerts	Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)		Up to Five (5)	
	Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)		Up to One (1)	
	Add Cloud Infrastructure		✓	
	Introduce Custor	m Properties		✓
	Create Custom F	Properties		Up to Three (3)



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
	Create Groups with entities either  1. <b>Up to One (1)</b> Dynamic; OR  2. <b>Up to Three (3)</b> Static	Up to Five (5)
	Introduce Dependencies	<b>✓</b>
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static	Up to One (1)
	Introduce Alerts and Reports	✓
	Create Alerts using <b>Up to Five (5)</b> built-in fields each	Up to Three (3)
	Create Reports using <b>Up to Five (5)</b> built-in fields each	Up to Two (2)
	Create Modern Dashboard with Up to <b>Three (3) each</b> 1. Using built-in Widgets; OR 2. Using Graphical Query Builder	Up to One (1)
	Introduce PerfStack™	✓
	Create PerfStack™ with <b>Up to Three (3)</b> entities each	Up to One (1)
	Introduce Maps and Topology	✓
	Create Maps with <b>Up to Five (5)</b> entities each	Up to One (1)
	Introduce Manage Subnet and IP Address Page	✓
	Create Subnet/Supernet	Up to Two (2)
	Manual IP Address Discoveries/ Imports	Up to Two (2)
	Introduce Neighbor Scanning	Up to Two (2)
	Introduce IP Address Request	<b>✓</b>
	Introduce DHCP/DNS server management	✓
	Add DHCP server	Up to One (1)
	Create DHCP scope	Up to One (1)
	Manage DHCP server	Up to One (1)
	Add DNS server	Up to One (1)
	Manage DNS scope	Up to One (1)
	Introduce IP Conflict	✓
	Introduce IPAM Alerts and Reports	✓
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>	
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>	

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# 5. Log Analyzer (LA)

CATEGORY	ACTIVITIES			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction	<ul><li>Trackir</li><li>Custor</li><li>Prereq</li><li>Risk/Is</li><li>Check-</li></ul>	ment Service Overview ng Project Status ner Environment/Requirements uisites		
		Duration		Up to 3 Hours
Platform	Use Case Rev	view		Up to Two (2)
Planning	Deployment F	Planning Form		✓
	Deployment F	Project Plan		✓
		Duration		Up to 3 Hours
		Pre-installation Environment Review		✓
		Install Main Polling Engine		Up to Two (2)
Platform		Install Scalability Engines	APE	Up to One (1)
Installation	Scalability	mistali Scalability Engines	AWS	Up to One (1)
		Install EOC		Up to One (1)
		Install HA	MPE	Up to Two (2)
		Install HA	APE	Up to One (1)
	Duration			Up to 5 Hours
	Provision SNI	MP and WMI Credentials		Up to Five (5) Total
	Understand Permissions in Platform			✓
	Create Local Accounts			Up to Three (3)
Platform	Credential Int Azure®	egration of Orion Account Group with A	Active Directory® or	✓
Configuration		egration of Orion Account Groups with		✓
	Configuration EOC	n of HTTPS Web Console Configuration	for MPE, AWS, and	✓
	Highlight imp	ortant LA Settings		✓
	Provide requi	red privileges and permissions		✓
	Provide devic	e setting to send logs		✓
		Duration		Up to 14 Hours
	Create and ru	ın Network Discoveries with <b>Up to Twe</b>	nty (20) Devices each	Up to Two (2)
	Introduce Orio		✓	
Observability and Alerts	Agent depend - LA (Optional - SAM (Option	Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)		Up to Five (5)
	Add Virtual Se	ervers (includes Hyper-V/Nutanix/VMV	/are)	Up to One (1)
	Add Cloud Inf	frastructure		✓
	Introduce Cus	stom Properties		✓



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
	Create Custom Properties	Up to Three (3)
	Create Groups with entities either  1. <b>Up to One (1)</b> Dynamic; OR  2. <b>Up to Three (3)</b> Static	Up to Five (5)
	Introduce Dependencies	✓
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static	Up to One (1)
	Introduce Alerts and Reports	✓
	Create Alerts using <b>Up to Five (5)</b> built-in fields each	Up to Three (3)
	Create Reports using <b>Up to Five (5)</b> built-in fields each	Up to Two (2)
	Create Modern Dashboard with Up to <b>Three (3) each</b> 1. Using built-in Widgets; OR 2. Using Graphical Query Builder	Up to One (1)
	Introduce PerfStack™	✓
	Create PerfStack™ with <b>Up to Three (3)</b> entities each	Up to One (1)
	Introduce Maps and Topology	✓
	Create Maps with <b>Up to Five (5)</b> entities each	Up to One (1)
	Introduce key features of LA	✓
	Introduce Syslog/Traps/Windows Event Filter	✓
	Set up Windows even collection via Orion Agent	Up to One (1)
	Create Rule to drop unwanted messages	Up to One (1)
	Introduce LA Alerts	✓
	Create LA Alerts	Up to Three (3)
	Review unlicensed and unmonitored log source reports	✓
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>	
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>	



#### **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 <a href="https://www.solarwinds.com">www.solarwinds.com</a>.



For additional information, please contact SolarWinds at <u>866.530.8100</u> or email <u>sales@solarwinds.com</u>. To locate an international reseller near you, visit <u>SolarWinds Partner Page</u>.

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