

Deployment Services—Fixed Scope

Your path to success starts with expert guidance on implementing SolarWinds Observability solutions, designed to help you monitor and manage your Hybrid IT environment.

SOLARWINDS ONBOARDING PROGRAM

SolarWinds offers onboarding programs designed to guide you through product installation and setup, ensuring that you quickly gain value from your products. Depending on your business needs and availability, you can choose from [self-guided](#) or [assisted onboarding](#) options.

Learn More →

Visit our Website

Complimentary access to the self-guided onboarding program

We provide a [self-led onboarding](#) option with step-by-step best practice guidance for customers who would like to set up and configure their SolarWinds® Observability products deployment at their own pace.

SOLARWINDS DEPLOYMENT SERVICES OFFERING

SolarWinds® Deployment Services is a tiered set of guided assistance offerings designed to ensure customers and partners can confidently deploy SolarWinds Observability solutions in their hybrid IT environment using industry best practices. The program consists of four **fixed-scope** deployment package options for lite (up to five hours), small (up to 30 hours), medium (up to 75 hours), and large deployments (up to 125 hours). Each deployment service engagement has predefined tasks and deliverables to assist customers or partners during the planning phase, platform setup, observability and alerts setup, platform training, and journey success. Each engagement must be completed within 60 days of purchase.

DEPLOYMENT SERVICES PHASES

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

DEPLOYMENT SERVICES AVAILABLE FOR THE FOLLOWING SOLARWINDS PRODUCTS

SOLARWINDS OBSERVABILITY	NETWORK MANAGEMENT	SERVER AND APPLICATION MANAGEMENT
<ul style="list-style-type: none"> • Observability Self-Hosted • Observability SaaS 	<ul style="list-style-type: none"> • Network Performance Monitor (NPM) • NetFlow Traffic Analyzer (NTA) • IP Address Manager (IPAM) • Network Configuration Manager (NCM) • Log Analyzer (LA) 	<ul style="list-style-type: none"> • Server & Application Monitor (SAM) • Virtualization Manager (VMAN) • Storage Resource Monitor (SRM) • Web Performance Monitor (WPM)
DATABASE MANAGEMENT	IT SECURITY	IT SERVICE MANAGEMENT
<ul style="list-style-type: none"> • Database Performance Analyzer (DPA) • SQL Sentry® 	<ul style="list-style-type: none"> • Security Event Manager (SEM) • Patch Manager • Access Rights Manager (ARM) 	<ul style="list-style-type: none"> • SolarWinds® Service Desk (SWSD)



DEPLOYMENT SERVICES PHASES

PHASE	DESCRIPTION
1. Introduction	A welcome call will be scheduled to introduce you to your SolarWinds deployment specialist. During this call, the expert will assess your hybrid IT environment, IT management needs, and business objectives to identify and prioritize the next steps that are most critical for your success.
2. Platform Planning	We will introduce our structured onboarding process, review your specific use case(s), and develop a personalized deployment plan designed to align SolarWinds Observability solutions with your business goals and requirements.
3. Platform Setup	Based on your schedule, sessions will be arranged to plan and execute the installation of SolarWinds Observability, ensuring a smooth setup process tailored to your infrastructure.
4. Platform Configuration	We will guide you through a checklist of critical activities, fine-tuning the platform to achieve optimal performance for your specific environment and use cases.
5. Observability and Alerts	Our team will configure proactive monitoring and set up alerts to provide a single pane of glass and real-time visibility across your full-stack hybrid IT environment. Additionally, we will configure reports that deliver actionable analytics, empowering you to make informed business decisions with confidence.
6. Platform Training	We offer comprehensive training sessions to ensure your operations team is fully equipped to manage and optimize the platform, empowering them with the skills needed to maximize its value. This knowledge enables your engineers to reach their full potential, confidently managing daily operations and independently resolving issues post-deployment.
7. Journey Success	Upon completing the deployment, we will follow up to validate that the platform aligns with your operational needs and business goals. You'll have access online to SolarWinds Success Centers, Academy eLearning, Office Hour, and Thwack® premium support programs ensuring long-term customer success and continuous improvement.



KEY BENEFITS

Customer Success

- **Personalized Guidance:** Work with SolarWinds deployment specialists who provide one-on-one guidance and solutions configured to meet your environment and goals within the fixed-scope implementation framework.
- **Best Practice Implementation:** Follows SolarWinds best practices, ensuring that you are using the technology to its full potential and maximizing return on investment.

Assurance

- **Proven Methodology:** Benefit from the SolarWinds proven implementation framework, ensuring a consistent and reliable implementation.
- **Confidence in Success:** Receive clear communication, proactive updates, and validation steps throughout the process, ensuring confidence in the successful deployment of the solution.
- **Expert Support:** Deployment services specialists offer expertise and technical know-how, providing assurance that the setup is aligned with both short-term needs and long-term strategic goals.

Reliability

- **Quality Control:** Deployment specialists ensure the specific use cases are tested and optimized and minimize the risk of errors or misconfigurations, ensuring smooth operation, reliability, and performance as expected.
- **Seamless Support:** In some cases when your environment encounters issues, deployment service hours will be paused while we engage technical support to prioritize troubleshooting.

Education

- **Hands-on Learning:** You will gain valuable insights into the deployment process, access SolarWinds Success Center and documentation, learn the ins and outs of the observability technology, creating new alerts and reports. This knowledge helps develop your engineers to the fullest potential, managing the daily operations and resolving issues independently after deployment.

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

30

Customer Stevie® Awards
since 2018



DEPLOYMENT SERVICES PHASES

OBSERVABILITY
SELF-HOSTEDOBSERVABILITY
SaaS

DATABASES



IT SECURITY

SERVICE
MANAGEMENT

		SELF-LED	DS LITE (5 HRS)	DS1 (30 HRS)	DS2 (75 HRS)	DS3 (125 HRS)
OBSERVABILITY SELF-HOSTED	Observability Self-Hosted—Essentials	✓		✓	✓	✓
	Observability Self-Hosted—Essentials Enterprise Scale	✓		✓	✓	✓
	Observability Self-Hosted—Advanced	✓		✓	✓	✓
	Observability Self-Hosted—Advanced Enterprise Scale	✓		✓	✓	✓
OBSERVABILITY SaaS	Digital Experience Observability	✓	✓			
	Log Observability	✓	✓	✓	✓	
	Network, Infrastructure & Cloud Observability	✓		✓	✓	
	<ul style="list-style-type: none"> Digital Experience Observability Log Observability Application Observability 	✓	✓	✓		
	<ul style="list-style-type: none"> Database Observability Log Observability Network, Infrastructure & Cloud Observability Platform Connect for Self-Hosted 	✓		✓	✓	
	<ul style="list-style-type: none"> Database Observability Log Observability Network, Infrastructure & Cloud Observability <ul style="list-style-type: none"> Platform Connect for Self-Hosted Kubernetes 	✓			✓	✓
NETWORK MANAGEMENT	Network Performance Monitor (NPM)	✓		✓		
	Network Configuration Manager (NCM)	✓		✓		
	Network Traffic Analyzer (NTA)	✓		✓		
	IP Address Manager (IPAM)	✓		✓		
	Log Analyzer (LA)	✓		✓		
SERVER AND APPLICATION MANAGEMENT	Server & Application Monitor (SAM)	✓		✓		
	Storage Resource Monitor (SRM)	✓		✓		
	Virtualization Manager (VMAN)	✓		✓		
	Web Performance Monitor (WPM)	✓		✓		
DATABASE MANAGEMENT	Database Performance Analyzer (DPA)	✓		✓	✓	
	SQL Sentry	✓		✓	✓	
IT SECURITY MANAGEMENT	Security Event Manager (SEM)	✓		✓		
	Patch Manager	✓		✓		
	Access Rights Manager (ARM)	✓		✓		
IT SERVICE MANAGEMENT	SolarWinds Service Desk (SWSD)	✓	✓	✓	✓	✓



ACCELERATE YOUR SUCCESS WITH PARTNERS’ PROFESSIONAL SERVICES AND SOLARWINDS DEPLOYMENT SERVICES

PARTNERS' PROFESSIONAL SERVICES + SOLARWINDS DEPLOYMENT SERVICES						
Partners' Professional Services						
Customization, Configuration, Implementation, and Migration						
Project Management		Optional Add-On: SolarWinds Deployment Services				
Requirement Gathering	Platform Planning	Installation and Configuration	Observability and Alerts	Platform Training	Journey Success	Training Services

SolarWinds has a **network of partners** that offers a comprehensive suite of professional services which includes but is not limited to having expertise in proof of concepts (POC), customization, providing on-site support and implementation, upgrades, optimization, and migration. The combination of SolarWinds’ fixed-scope deployment services together with partner services will ensure smooth onboarding, faster adoption, and optimized deployment of observability technologies. Your organization will unlock the full potential of your IT environment and meet your IT management and business goals with confidence and ease.



CUSTOMER SCENARIOS

The following scenarios outline customer requirements that involve utilizing both partner professional services and separately purchased SolarWinds deployment services to collaboratively manage the implementation of SolarWinds Observability solutions.

Complex IT Environment Needing Customization

Scenario: A large enterprise with a highly customized IT infrastructure needs to integrate SolarWinds observability tools into its existing systems. This customer requires significant customizations to align SolarWinds solutions with specific workflows, configurations, and the unique needs of their infrastructure.

ENGAGEMENT

Partner's Professional Services: The partner is engaged to provide in-depth customization and configuration services, ensuring that SolarWinds observability tools are adapted to the customer's workflows, business logic, and custom requirements.

SolarWinds Deployment Services: SolarWinds ensures a structured platform, configuration, and observability setup, to guarantee a seamless and efficient deployment. This process ensures that the solution integrates smoothly with the existing infrastructure and observability for critical systems.

Enterprise Needing to Onboard Their Observability Operations Team After Implementation

Scenario: A global organization with multiple operations teams distributed across different regions is responsible for deploying and managing SolarWinds observability tools. After the platform's implementation, these teams require onboarding and training to manage observability monitoring, alerts, and ongoing platform operations.

ENGAGEMENT

Partner's Professional Services: The partner delivers the customized scope of work with on-site engineers based in the region. This includes hands-on support for deploying and configuring the observability platform in line with the customer's unique requirements.

SolarWinds Deployment Services: SolarWinds provides remote onboarding through a fixed-scope platform training program. This ensures the operations teams are well-equipped to manage the observability platform, set up monitoring and alerting, and resolve issues as needed. The training covers the essential aspects of managing SolarWinds tools and improving team confidence and operational efficiency.



Digital and Observability Transformation Initiatives

Scenario: An organization undergoing a digital transformation and IT consolidation initiative needs to deploy multiple SolarWinds observability solutions across their on-premises and cloud infrastructure. The aim is to modernize operations by consolidating monitoring tools and improving observability across all IT environments.

ENGAGEMENT

Partner's Professional Services: The partner delivers consultation and POC services to help the organization understand how SolarWinds Observability solutions fit into their digital transformation goals. The partner gathers use cases and delivers configuration services for the implementation of SolarWinds Observability Self-Hosted. Additionally, they provide onboarding assets and ensure that the customer is prepared for the consolidated use of SolarWinds solutions.

SolarWinds Deployment Services: SolarWinds deployment specialists focus on ensuring the correct implementation of the platform and onboarding other relevant SolarWinds solutions, such as database monitoring, SaaS observability tools, and IT security products. They also provide platform training to assist with the transition and ensure a smooth and efficient shift to consolidated digital observability management.



DEPLOYMENT SERVICES PROGRAM LIMITATION

Deployment service and 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 \(SCSP\)](#).

DEPLOYMENT SERVICES LEGAL DOCUMENTS

- www.solarwinds.com/legal/legal-documents/deployment-scope
- www.solarwinds.com/legal/legal-documents/deployment-addendum

PREMIUM SUPPORT PROGRAM

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:

- support.solarwinds.com/premium-support-offerings
- www.solarwinds.com/legal/legal-documents/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 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.

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

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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