

Deployment Services—Fixed Scope

Accelerate implementation, reduce risk, and empower your teams to succeed

SOLARWINDS ONBOARDING PROGRAM

SolarWinds Onboarding programs help you set up, configure, and activate your solutions quickly so you can start realizing value from day one.

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

Whether you prefer to learn at your own pace or with guided assistance, we offer onboarding paths designed to fit your schedule, resources, and the complexity of your environment.

PATHS	TYPE	DELIVERY	DESCRIPTION
Self-Led Onboarding	Complimentary	Self-Paced	Access our step-by-step guides, videos, and documentation to install and configure your SolarWinds solutions at your own pace.
Guided Onboarding	Complimentary (Up to Two Hours)	Remote, Assisted	As a new customer, automatically receive a welcome email to join a live orientation meeting session with a SolarWinds onboarding specialist, where you can review setup, activate the license, validate the configuration, and ask questions.
Deployment Services	Paid Engagement	Remote, Structured	Benefit from fixed-scope onboarding and implementation with expert-led sessions for complex, multi-product, or enterprise deployments.

SOLARWINDS DEPLOYMENT SERVICES OFFERING

SolarWinds® Deployment Services (DS) 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, from starter to complex deployments. Each deployment service engagement has predefined tasks and deliverables to assist customers or partners during the planning phase, platform, observability and alerts setup, training, and journey success.

PACKAGE	DURATION	DESCRIPTION	IDEAL FOR
DS Lite	Up to 5 Hours	Remote, assisted onboarding for small environments	Starter, trial, or small deployments
DS1	Up to 30 Hours	Structured implementation with guided configuration and validation	Standard deployments with multiple modules
DS2	Up to 75 Hours	Advanced onboarding with cross-platform setup, alerts, and integrations	Complex or multi-product deployments
DS3	Up to 125 Hours	Enterprise-scale deployment and training across large or secured environments	Large enterprises or global product deployments

Each fixed-scope engagement must be completed within 60 days of purchase



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:** Follow SolarWinds best practices, ensuring you are using the technology to its full potential and maximizing return on investment

Assurance

- **Faster Time-to-Value:** Benefit from guided onboarding that ensures your platform delivers insights quickly
- **Proven Methodology:** Use a fixed-scope, outcome-based approach aligned with SolarWinds best practices
- **Confidence in Success:** Work directly with SolarWinds Deployment Services engineers for a smooth and seamless experience
- **Operational Assurance:** Reduce configuration risks, improve reliability, and gain visibility across your environment

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

32

Customer Stevie® Awards
since 2018



DEPLOYMENT SERVICES AVAILABLE FOR THE FOLLOWING SOLARWINDS PRODUCTS

SOLARWINDS OBSERVABILITY	NETWORK AND INFRASTRUCTURE	APPLICATION AND SECURITY
<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 • Virtualization Manager (VMAN) • Storage Resource Monitor (SRM) 	<ul style="list-style-type: none"> • Server & Application Monitor (SAM) • Web Performance Monitor (WPM) • Security Event Manager (SEM) • Patch Manager • Access Rights Manager (ARM)
DATABASE	INCIDENT RESPONSE	IT SERVICE MANAGEMENT
<ul style="list-style-type: none"> • Database Performance Analyzer (DPA) • SQL Sentry® 	<ul style="list-style-type: none"> • Incident Response by Squadcast 	<ul style="list-style-type: none"> • SolarWinds Service Desk • Web Help Desk® (WHD™)



Download the [Deployment Services Field Guides](#)



DEPLOYMENT SERVICES PHASES

PHASE	DESCRIPTION
1. Introduction	Our team will schedule a welcome call 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, we will arrange sessions 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	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.
7. Journey Success	We ensure a smooth transition from deployment to long-term success by validating outcomes, gathering feedback, and confirming production readiness. This phase includes a deployment summary, a customer survey, and optimization recommendations, along with identified opportunities to expand value, and concludes with a Customer Success Manager hand-off to align goals and define the ongoing success plan.



DEPLOYMENT SERVICES PHASES

OBSERVABILITY
SELF-HOSTEDOBSERVABILITY
SaaS

DATABASES

INCIDENT
MANAGEMENTIT SERVICE
MANAGEMENT

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



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 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 provides in-depth customization and configuration services, ensuring 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 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, improving team confidence, and enhancing 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 its 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 its 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 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 do not cover the development of custom scripts, reports, templates, or SQL queries, nor do they 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

- [Scope Document to SolarWinds Deployment Addendum](#)
- [SolarWinds Deployment Addendum to the SolarWinds Software Support and Maintenance Terms and Conditions](#)

PREMIUM SUPPORT PROGRAM

We provide 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:

- [Explore SolarWinds Support Offerings](#)
- [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.

[Learn More](#)

Visit our Website



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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