SolarWinds Premium Support 3

A complex, organization-critical IT environment demands expert, personalized attention to quickly resolve issues and optimize performance. Premium Support provides customers with fast response times leveraging a global support organization. SolarWinds partners with you to drive the organization and technical outcomes most critical to your entity.

FEATURES AND BENEFITS

SolarWinds® Premium Support 3 is designed for our customers who need a Trusted Advisor within the SolarWinds support team. SolarWinds works with you up to 10 times a year on maintenance and upgrades. Premium Support 3 delivers cases worked by U.S.-based engineers and on-demand access to U.S. citizens within the support team—at a price you can afford.

Premium Support 3 Offerings:

- 24/7 access to Support
- 30-minute response time for P1 cases
- 2-hour response time for P2 cases
- Skip-tier to L2 engineers
- Designated U.S-based Escalation Manager
- Assigned U.S.-based Customer Success and Technical Success Manager
- Up to eight sessions for maintenance and upgrade assistance
- Up to four joint technical and organization reviews per year
- Cases worked by U.S.-citizen engineers during U.S. business hours
- On-demand access to U.S. citizen engineers after U.S business hours, holidays, and weekends
- Trusted advisors
- Proactive engagement
- Expert-driven health checks
- Access to self-led onboarding
- Expert services
- Access to THWACK® Camp
- Academy training
- Online Customer Success Center
- Knowledge-based articles
- Best practice content and procedures

Premium Support Benefits:

- Enables organizational continuity

- Drives solution adoption

- Accelerates time to value

- Boosts team performance

- Improves user experience

- Minimizes downtime

- Reduces organizational risks

CASE DESIGNATION DEFINITION

SolarWinds provides you with a technical support team to work on cases during the location-specific hours detailed below.

- P1 is defined as Critical/System Down – 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 is defined as High – Customer experiences a disruptive loss of use of the SolarWinds software. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

- P3 is defined as Medium – Customer experiences moderate to minor loss of SolarWinds software use or a feature/operation generated a result that wasn't expected. The impact is isolated and an inconvenience, however, use and access to SolarWinds software can continue.

- P4 is defined as Low – Customer requests information, an enhancement, or documentation clarification regarding SolarWinds software but there is no impact on the use or access of SolarWinds software.

FEDERAL PREMIUM SUPPORT HOURS

U.S. Business Hours

- North America: 7 a.m. – 7 p.m. (EST) Monday to Friday

After U.S. Business Hours

- North America 7 p.m. – 7 a.m. (EST) Monday to Friday

- 24 Hours during weekends beginning midnight Sunday (CST) and U.S. Holidays

SOLARWINDS SERVICES AND SUPPORT

SolarWinds offers a wide range of services and technical support to help you accelerate time to value and maximize the returns from your SolarWinds investment. Contact your SolarWinds sales representative or authorized Partner to learn more about our support, deployment, and professional service offerings.

Support Services

We offer 24/7 on our live support tiers, self-help tools, access to our THWACK community, and proactive success management services. Our support services also include access to online training and to technical experts with U.S.-based options and performed by staff with active security credentials.

Deployment and Professional Services

To help meet your organizational needs, we offer various custom deployment and professional services to assist during the planning, deployment, implementation, maintenance, and optimization of your SolarWinds environment.

Program Limitations

Support doesn't include the development of custom scripts, reports, templates, SQL queries, perform analysis of or troubleshoot performance problems related to third-party products, or SQL or Operating System issues. SolarWinds will not take control of a company's environment to perform full installations, configurations, migrations, or upgrades. SolarWinds will not go on-site to the company to perform any support organizational needs, we offer various custom deployment and professional services to assist you during the planning, deployment, implementation, maintenance, and optimization of your SolarWinds environment.

For more information on SolarWinds services and support, please visit www.solarwinds.com.

COMPARE SOLARWINDS SERVICES OFFERINGS

CATEGORY	STANDARD PROFESSIONAL SUPPORT	FEDERAL PREMIUM SUPPORT 1	FEDERAL PREMIUM SUPPORT 2
Technical Support	• 24/7 access to phone and web support • Software updates • THWACK community access • 1 hour response time for P1 cases • 8-hour response time for P2 cases	• 24x7 access to phone and web support • Software updates • THWACK community access • 1 hour response time for P1 cases • 8-hour response time for P2 cases	• 24x7 access to phone and web support • Software updates • THWACK community access • 30 min response time for P1 cases • 4-hour response time for P2 cases
Premium Services Team	• Cases are worked by our global support team	• Cases are worked by our global support team on a 24-hour basis • On-demand access to U.S. based engineers during US business hours	• Cases are worked by our U.S. based engineers during U.S. business hours • On-demand access to U.S. based engineers after US business hours
Self-Help Services	• Access to Customer Success Center • Knowledge Base articles • Best practice content • Global search • Digital Health Checks	• Access to Customer Success Center • Knowledge Base articles • Best practice content • Global search • Digital Health Checks	• Access to Customer Success Center • Knowledge Base articles • Best practice content • Global search • Digital Health Checks
Success Services		• Up to 4 Maintenance Window and upgrade assistance	• Up to 6 Maintenance Window and upgrade assistance • Trusted Advisors • Expert-driven Health Checks • Proactive Engagement
Training and Certification	• Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional® Classes	• Virtual Classes and eLearning • SolarWinds Academy classes • SolarWinds Certified Professional Classes	• Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes

CATEGORY	FEDERAL PREMIUM SUPPORT 3	FEDERAL PREMIUM SUPPORT 4	FEDERAL PREMIUM SUPPORT 5
Technical Support	• 24x7 access to phone and web support • Software updates • THWACK community access • 30-minute response time for P1 cases • Two-hour response time for P2 cases • Skip-tier to L2 • Designated U.S.-based escalation manager	• 24x7 access to phone and web support • Software updates • THWACK community access • 30-minute response time for P1 cases • One-hour response time for P2 cases • Skip-tier to L3 • Designated U.S.-based escalation manager	• 24x7 access to phone and web support • Software updates • THWACK community access • 30-minute response time for P1 cases • One-hour response time for P2 cases • Skip-tier to L3 • Designated U.S.-based escalation manager
Premium Services Team	• Cases are worked by U.S.-citizen engineers during U.S. business hours • On-demand access U.S. based engineers after U.S. business hours, holidays, and weekends • Up to four joint per year technical and business reviews	• Cases are worked by our U.S. citizen engineers on 24-hour access • Up to eight joint per year technical and business case reviews	• Cases are worked by our U.S. citizen engineers with active security credentials on a 24-hour basis • Up to 12 joint per year technical and business case reviews
Self-Help Services	• Access to Customer Success Center • Knowledge base articles • Best practice content • Global search • Digital health checks	• Access to Customer Success Center • Knowledge base articles • Best practice content • Global search • Digital health checks	• Access to Customer Success Center • Knowledge base articles • Best practice content • Global search
Success Services	• Up to eight Maintenance Window and upgrade assistance • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned U.S-based Customer Success and Technical Success Manager	• Up to 12 Maintenance Window and upgrade assistance • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned U.S.-citizen Customer Success and Technical Success Manager	• Up to 15 Maintenance Window and upgrade assistance • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned U.S. citizen Customer Success and Technical Success Manager
Training and Certification	• Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes	• Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes	• Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes

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.