Monalytic Federal Deployment Services—Fixed Scope

Your path to success starts with expert guidance designed to help optimize SolarWinds software for your specific environment.

FEATURES AND BENEFITS

Monalytic Federal Deployment Services are a tiered set of guided assistance offerings with the goal of ensuring customers can confidently deploy SolarWinds solutions in their environment using industry best practices. Designed to meet customer needs, SolarWinds Federal Deployment Assistance consist of three fixed-scope deployment package options for small, medium, and large deployments. Each deployment service has predefined tasks and deliverables to assist customers during the planning phase, platform installation, observability and alerts setup, platform training, adoption, and expansion planning. All of the packages are performed (or subcontracted) by SolarWinds wholly-owned subsidiary, Monalytic, Inc. SolarWinds software is user-friendly and easy to deploy. These deployment services provide valuable options for customers who may have limited resources and need assistance with completing their deployment following best-practice guidelines. We also provide a self-led onboarding option with step-by-step guidance for customers who would like to complete their SolarWinds deployment on their own.

Monalytic Federal Deployment Services can help quickly implement and optimize SolarWinds world-class software through one-on-one engagements with Monalytic implementation experts. Federal Deployment Services will help you get the most value out of your SolarWinds products, accelerate time to value, and offer peace of mind your deployment meets SolarWinds and industry best-practice guidelines.

The following table provides details on the self-led option and fixed-scope Deployment Services.

COMPARE SOLARWINDS FEDERAL DEPLOYMENT ASSISTANCE OFFERINGS

CATEGORY	DEPLOYMENT SERVICES LEVEL 1	DEPLOYMENT SERVICES LEVEL 2	DEPLOYMENT SERVICES LEVEL 3
Total Allotted Hours (Up To)	• 30	• 75	• 125
Platform Planning	• Up to Three Hours • Welcome Call • Use Case Review • Deployment Planning Form • Deployment Project Plan (PDF)	• Up to Four Hours • Welcome Call • Use Case Review • Deployment Planning Form • Deployment Project Plan (PDF)	• Up to Eight Hours • Welcome Call • Use Case Review • Deployment Planning Form • Deployment Project Plan (PDF)
Platform Installation	• Up to Three Hours • On-Premises Instance • Covers Install of Core Modules	• Up to Six Hours • On-Premises or Cloud-Based Instance • Covers Install of Core Modules • Covers Install of Advanced Modules • Scalability Engines—Additional Polling Engine (APE) or Additional Web Server (AWS)	• Up to 10 Hours • On-Premises or Cloud-Based Instance • Covers Install of Core Modules • Covers Install of Advanced Modules • Scalability Engines—APE • Scalability Engines—AWS • Scalability Engines—High Availability (HA) • Scalability Engines—Enterprise Operations Console (EOC)
Platform Configuration	• Up to Five Hours • SNMP and WMI Credentials Provisioning • Basic Web Portal Accounts • Node Discoveries • Node Import From Discoveries	• Up to 12 hours • SNMP and WMI Credentials Provisioning • Basic Web Portal Accounts • Credential Integration With Active Directory or Azure • Node Discoveries • Node Import From Discoveries • Validate Database Maintenance Job	• Up to 22 hours • SNMP and WMI Credentials Provisioning • Basic Web Portal Accounts • Credential Integration With Active Directory or Azure • Credential Integration via SAML • Node Discoveries • Node Import From Discoveries • Validate Database Maintenance Job • TLS Configuration for EOC or Web Console
Observability & Alerts	• Up to 14 Hours • Groups and Dependencies • Maps • Custom Properties • Alerts • Reports • Dashboard Views With up to Three Widgets • NetPath™ • PerfStack™ • UnDP • Manual Node Imports	• Up to 33 Hours • Groups and Dependencies • Maps • Custom Properties • Alerts • Reports • Dashboard Views With up to Three Widgets • NetPath • PerfStack • UnDP • Manual Node Imports • Application Component Monitor Templates	• Up to 57 Hours • Groups and Dependencies • Maps • Custom Properties • Alerts • Reports • Dashboard Views With up to Three Widgets • NetPath • PerfStack • UnDP • Manual Node Imports • Application Component Monitor Templates

CATEGORY	DEPLOYMENT SERVICES LEVEL 1	DEPLOYMENT SERVICES LEVEL 2	DEPLOYMENT SERVICES LEVEL 3
Platform Training	• Up to Three Hours • Working With Support and Escalations Overview Training • THWACK® • SolarWinds Academy Virtual Classrooms • Online Best Practices Articles	• Up to Eight Hours • Working With Support and Escalations Overview Training • THWACK • SolarWinds Academy Virtual Classrooms • Online Best Practices Articles • Custom Hour-Long Virtual Training Session	• Up to 15 hours • Working With Support and Escalations Overview Training • THWACK • SolarWinds Academy Virtual Classrooms • Online Best Practices Articles • Custom Hour-Long Virtual Training Session • Virtual Hour-Long Product Training Session
Journey Success	• Up to Two Hours • Deployment Summary • Customer Survey • Optimization • Opportunities • CSM Hand-Off Call	• Up to Two Hours • Deployment Summary • Customer Survey • Optimization • Opportunities • CSM Hand-Off Call	• Up to Three Hours • Deployment Summary • Customer Survey • Optimization • Opportunities • CSM Hand-Off Call

- Each deployment service level depends on the number of modules to be deployed.
- Allotted values represent maximum number of hours of services performed by Monalytic executing on a previously defined scope.
  - Service actions are provided only when required.

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 other available support and professional service offerings.

Support Services

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

Custom Federal Professional Services Offerings

If your needs exceed these Federal Deployment offerings, we offer custom Professional Services through our wholly owned subsidiary, Monalytic (contracted separately), to customize your deployment project plan and implementation to

your specific organizational needs. There are three options to select from: Federal Resident Engineer Services and Daily or Weekly Professional Services. For more information, please visit www.monalytic.com or contact your SolarWinds sales representative or authorized Partner.
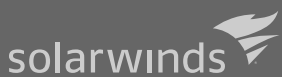
Support Program Limitations

Support does not include the development of custom scripts, templates, or SQL queries; performing analysis of—or troubleshooting for—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 perform service business needs. However, 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 www.solarwinds.com or www.monalytic.com

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.