



SOLARWINDS MAINTENANCE PACKAGE



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1 ABOUT US

Prosperon Networks is the longest established SolarWinds approved partner in the UK. We are recognised as an authority for designing and installing SolarWinds monitoring solutions across the UK and Europe in all major verticals. We are also an approved SolarWinds professional services partner for EMEA. Our SolarWinds Certified Professional Engineers have overseen some of the largest SolarWinds installations in Europe. Over time, we have gathered a wealth of experience and best practice skills to ensure your deployment is working at the levels required.

Our enhanced renewal package brings the opportunity to have a group of SolarWinds-certified engineers working alongside your network team to maximise your investment.

2 SUPPORT AND MAINTENANCE SERVICES

Annual maintenance provides tremendous ongoing value at a small fraction of the list price. Prosperon Networks provides an additional layer of support and benefits to the customer on top of the standard support provided by the vendor.

This section intends to clarify the services included from the vendor and Prosperon, what benefits a customer receives by renewing through Prosperon, and provide details on how to request technical support.

3.1 SolarWinds Support

Active maintenance provides you with access to the following:

- Product updates (major enhancements, new features, and bug fixes)
- Worldwide, 24/7 technical support
- A full subscription to SolarWinds® Academy. For information and a class schedule: support.solarwinds.com/Success_Center/SolarWinds_Academy/Training_Classes
- Additional product components to extend functionality
- Beta participation in shaping future product direction

Support is provided via telephone, email and remote collaboration tools (e.g. GoToMeeting/Webex).

Support tickets can be raised 24/7:

- From your SolarWinds customer portal
- Via telephone at: SolarWinds EMEA Sales and Support Phone: +353 21 5002900
- Or from the SolarWinds website <https://customerportal.solarwinds.com/support/submit-a-ticket>

3 WHAT DO WE OFFER IN ADDITION TO THE VENDOR?

3.1 Enhanced Technical Support from Prosperon Networks

Customers who purchase their maintenance through Prosperon Networks have access to 10 certified engineers who have extensive experience of the solutions and are able to assist with support as well as general product questions.

As a Prosperon Support customer, your team will have access to the following:

3.1.1 Additional Support

- Prosperon direct unlimited 1st and 2nd line technical support 9.00 am – 5.30 pm Monday – Friday
- Technical support is provided for any issues related to the SolarWinds platform, which also includes advice and guidance on the tool.
- Escalation of technical tickets to SolarWinds where required (3rd line technical support)
- Prosperon Engineers manage the ticket on behalf of the customer.

Ways to contact Prosperon Support Engineers:

- Tel: 9:00am to 5:30pm Mon-Fri - 01903 340993
- Email - support@prosperon.co.uk
- Website - <http://prosperon.co.uk/services/technical-support/>
- Live Chat (bottom of the web page)

3.2 Orion Healthcheck

The Orion Health Check is an annual remote assessment of the installation, which is delivered by one of our SolarWinds certified engineers. It includes the following:

- Perform a baseline analysis of the Orion deployment.
- Assess the health of each component that makes up the solution, identify if any areas are affecting system performance and stability. Identify the levels of performance required for the solution.
- Determine what performance improvements can be achieved to optimise the architecture of the deployment.
- Assess the platform from a usability perspective, and identify features and functionality which is currently underutilised.
- Provide a report and action plan to restore health and operational requirement

3.3 Remote Training

2 hours of tailored training are provided remotely through a content sharing platform. These 2 hours of training delivery can be used however customers feel is most appropriate, but some examples of other uses are below:

- New feature release training
- Refresher courses for non-regular users
- New staff introductions
- New product interest training

3.4 Account Management

Prosperon Customers have the benefit of having a dedicated Account manager who will, in agreement with the main point of contact, contact them to ensure the platform is working at the level required. Follow-up calls can be agreed to take place monthly, quarterly, bi-annually or annually outside of any ongoing projects to recommend new features and functionality that may have been released and explain how these are best implemented based on the business requirements.

It is also the Account Manager's responsibility to discuss further monitoring requirements and accurately recommend the appropriate products and services to meet needs, working in conjunction with SolarWinds directly, as well as Prosperon technical staff.

4 PAYMENT TERMS

30 days payment terms from the invoice date are available.

5 LEGAL NOTICES

5.1 Confidentiality

This document contains confidential and potentially sensitive security-related information. Neither Prosperon Networks nor the customer for which this document has been created may disclose the confidential information contained herein to any third party without the written consent of Prosperon Networks, save that the customer may disclose the contents of this document to those of its agents, principles, representatives, consultants or employees who need to know its contents for the use of the solution.

5.2 Terms & Conditions

This document is subject to the standard Prosperon Networks Terms & Conditions maintained on the corporate website: <http://www.prosperon.co.uk>.

Prosperon Networks does not assume liability for any errors or omissions in the content of this document or any referenced or associated third-party document, including, but not limited to, typographical errors, inaccuracies or outdated information. This document and all information within it are provided on an "as is" basis without any warranties of any kind, express or implied.

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