

G-Cloud 15

SolarWinds Consultancy & Professional Service

**Standard Service Definition Document
January 2026**

1. Service Overview

The **SolarWinds Consultancy & Professional Services** offers tailored consultancy to support the deployment, customisation, and integration of SolarWinds solutions. These services are designed to help public sector organisations optimise the SolarWinds platform, ensuring it meets their unique business needs while delivering maximum value.

The level of consultancy provided is determined by the scope of the engagement and the complexity of the organisation's environment. Services are designed to meet specific requirements, from basic deployments to complex integrations, custom configurations, and scalable solutions.

2. Core Service Areas

The following core service areas are available, ensuring flexibility in delivering the right level of consultancy based on your needs:

2.1 SolarWinds Deployment Services

The **SolarWinds® Deployment Service** is designed to speed up deployment while ensuring you get immediate value from your investment. This service includes best practice architectural design, platform installation, configuration, and customisation. We also provide new module deployments and resource provisioning to ensure scalability as your needs grow.

Service Features

- Architecture Design
- Platform Installation & Customisation
- New Module Deployment
- Scalability & Resource Provisioning
- Product Upgrades

Service Benefits

- Accelerate **Return-On-Investment (ROI)** for SolarWinds
- Customise the platform to meet your unique business needs
- Seamlessly introduce new modules as required
- Ensure the platform is future-proofed to scale with your growing demands

Service Scope:

The specific level of work will be clearly defined during the **Discovery & Planning** phase. This ensures that the right amount of support is provided, whether it's a straightforward deployment or a more involved setup, based on the complexity of the environment.

2.2 SolarWinds Customisation Services

The **SolarWinds® Customisation Service** helps optimise your SolarWinds platform beyond the default configurations. By fine-tuning elements such as alerts, dashboards, and reports, we ensure you're leveraging the full potential of SolarWinds to meet your operational needs.

Service Features

- Platform Optimisation
- Performance Optimisation
- Alerting Optimisation
- Dashboards Optimisation
- Reporting Optimisation
- Threshold Optimisation

Service Benefits

- Improve dashboards, reports, and alerts for better visibility
- Eliminate data gaps in the platform
- Avoid costly misconfigurations and downtime
- Ensure the platform adapts to future business needs

Service Scope

The appropriate level of customisation will be determined by the specific requirements of your organisation. The scope will be defined during the **Discovery & Planning** phase to ensure the platform is fine-tuned to meet your needs.

2.3 SolarWinds Integration Services

The **SolarWinds® Integration Service** maximises SolarWinds' power by integrating it with other IT monitoring and management tools. Our engineers use the **SolarWinds API** to connect with systems like **IT Service Management (ITSM)**, **Security Information and Event Management (SIEM)**, and **Application Performance Management (APM)**, ensuring seamless workflows across your organisation.

Service Features

- CMDB Synchronisation
- IT Service Management (ITSM) Integration
- Extend Reporting with Third-Party Tools
- Integration with SIEM Solutions
- IT Automation Management
- Custom Integrations via REST API

Service Benefits

- Speed up ticket resolution with Service Desk integration
- Improve troubleshooting capabilities and expand visibility
- Break down silos and foster team collaboration
- Strengthen the infrastructure supporting your applications

Service Scope

The scope and level of integration required will be clearly defined during the **Discovery & Planning** phase, ensuring that the right integrations are chosen to meet your needs and simplify your IT management processes.

3. Delivery Approach

Our delivery approach is designed to ensure a structured, efficient, and transparent process, from initial discovery through to ongoing support. The service delivery process is divided into clear, manageable phases:

1. **Discovery & Planning**
In the **Discovery & Planning** phase, we engage with your team to understand your specific business requirements, technical needs, and environment. We will work with key stakeholders to gather all necessary information and define the **scope of work**, ensuring alignment with **G-Cloud 15** specifications. The deliverables, timelines, resources, and milestones will also be established in this phase.
2. **Design & Architecture**
Based on the information gathered during discovery, we will design a solution architecture that meets your needs. This includes providing recommendations on platform configuration, scalability, integrations, and future-proofing. We will also identify and address potential risks to ensure smooth deployment.
3. **Deployment, Customisation, Optimisation & Integration**
During this phase, we will install and configure the **SolarWinds** platform based on the agreed design. We will also optimise the platform's performance, customise dashboards and alerts, and integrate SolarWinds with other IT systems as needed. This will be done according to the scope defined in the earlier phases, ensuring the correct level of service is provided.
4. **Testing & Validation**
We will conduct rigorous testing to ensure the solution meets the agreed requirements.
5. **Training & Knowledge Transfer (Optional)**
To ensure that your team can effectively manage SolarWinds going forward, we will provide training for both administrators and end-users. Training will cover everything from basic functionality to more advanced features and troubleshooting, at additional charge.

4. Delivery Options

We offer two delivery formats for our consultancy services:

- **Remote Delivery:** Consultancy can be delivered via **Microsoft Teams** or **Citrix GoToWebinar**.
- **On-Site Delivery:** Our engineers can deliver consultancy services on-site, providing more in-depth assistance and collaboration with your team.

5. Service Hours

Our standard service hours are:

- **Monday to Friday, 09:00 to 17:30** (excluding public holidays)
- Delivery schedules will be agreed upon in advance based on your availability and the project timeline.

6. Onboarding and Offboarding

- **Onboarding:** Initial review of objectives and requirements, followed by agreement on scope and delivery approach.
- **Offboarding:** Final review, delivery of consultancy logs, and end-of-project debrief call.

7. Security and Compliance

Services are delivered in line with customer security policies and **G-Cloud** requirements. No customer data is retained beyond the duration of the engagement.

8. Pricing Model

Pricing for consultancy services is based on:

- The **scope** and complexity of the services being delivered
- The **duration** and number of **sessions required** (e.g., number of days or hours)
- The delivery format (remote or on-site)

Full pricing details are provided within the **G-Cloud 15 pricing framework**.

9. Service Assumptions

The following assumptions apply to our SolarWinds Consultancy & Professional Services:

- Customers have a **valid SolarWinds licence** and active maintenance where required
- **Customer environments** are available during agreed delivery times
- Relevant **customer stakeholders** are available during the delivery times
- **Remote delivery** assumes stable internet access and appropriate access permissions
- Changes to scope or objectives may require a **revised schedule** or pricing

10. Service Constraints

The following constraints apply to the SolarWinds Consultancy & Professional Service:

- Service delivery is **limited** to the agreed scope and duration
- **Consultancy is delivered** during standard business hours unless otherwise agreed
- The service does not provide **continuous operational or managed support**

11. Service Dependencies

The SolarWinds Training and Enablement service has the following dependencies:

- Active SolarWinds licenses
- Access to customer systems and data
- Availability of relevant customer stakeholders
- Customer compliance with internal security and change management policies

13. Customer Feedback

We actively encourage feedback to ensure continuous improvement of service delivery. Any concerns should be raised with the assigned Account Manager for resolution.

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