

PROSPERON PACKAGED SERVICES

OBSERVABILITY SELF-HOSTED

OPTIMISE YOUR SOLARWINDS DEPLOYMENT AND
MAXIMISE THE VALUE OF YOUR INVESTMENT

SOLARWINDS OBSERVABILITY SELF-HOSTED ESSENTIALS & ADVANCED PACKAGE

WHAT IS A PACKAGED SERVICE?

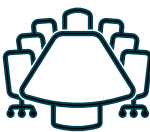
Prosperon offers a range of Packaged Services designed to help existing and new SolarWinds customers maximise the value of their investment. We will work collaboratively with you to determine and align with your specific requirements, and packages can be tailored to cater to each customer's bespoke needs delivered by our certified and experienced SolarWinds Engineers.

Our Packaged Services offer a fixed-scope solution crafted to help optimise your new or existing SolarWinds platform. The solution is designed to align your SolarWinds deployment with best practice and your individual business needs. This service offers the flexibility to choose the package that best suits your needs, and each one corresponds to the available license types. For instance, if you have a Observability Self-Hosted subscription, you can opt for the Observability Self-Hosted Advanced package, which includes all services covered by your license.

For those with individual licenses, you can select the specific modules you require. It's worth noting that Observability Self-Hosted subscription holders can still purchase individual services if you don't plan to utilise all modules included in the package.



Deployment



Training



Configuration



Best Practice

ENGAGING WITH PROSPERON WILL HELP

- Get your deployment to where you need it to be
- Maximise the value of your investment
- Determine your specific requirements for your organisation
- Optimise your new or existing SolarWinds platform
- Set a quality standard following SolarWinds Best Practices and ensure it is met and sustainable to maintain in future
- Identify the most suitable package to meet your business needs
- Work with your team to provide regular scheduled check-ins
- Manage your documentation, risks and issues
- Provide your team with a configuration document
- Have a solution handover session delivered to your team

DELIVERABLES AND ACTIVITIES OF PROSPERON PACKAGED SERVICES

The following table defines the deliverables and activities for the Observability Self-Hosted package required, based on the licenses that you own.

Deliverable	Package 1 (25 – 100 Nodes)	Package 2 (250 - 500 Nodes)	Package 3 (750 - 1000 nodes)
Onboarding	- Welcome Call - Service Overview - Goal Review	- Welcome Call - Service Overview - Goal Review	- Welcome Call - Service Overview - Goal Review
Project Management	- Project & Communication Plan - Delivery Schedule - Pre-requisites - Pre-flight checks - Project Updates - Documentation Management - Risks & Issues Management - Scheduled Check-ins	- Project & Communication Plan - Delivery Schedule - Pre-requisites - Pre-flight checks - Project Updates - Documentation Management - Risks & Issues Management - Scheduled Check-ins	- Project & Communication Plan - Delivery Schedule - Pre-requisites - Pre-flight checks - Project Updates - Documentation Management - Risks & Issues Management - Scheduled Check-ins
Platform Installation	✓ Installation of Observability Self-Hosted Modules & Features If Enterprise license held: - Installation of 1 Additional Polling Engine (APE) - Installation of 1 Additional Web Server (AWS)	✓ Installation of Observability Self-Hosted Modules & Features If Enterprise license held: - Installation of 1 Additional Polling Engine (APE) - Installation of 1 Additional Web Server (AWS)	✓ Installation of Observability Self-Hosted Modules & Features If Enterprise license held: - Installation of 3 Additional Polling Engine (APE) - Installation of 3 Additional Web Server (AWS)
Core Configuration	- Apply Base Configuration - Data Retention - Polling Settings - Provision SNMP & WMI Credentials - Create up to 2 Node Discoveries - Import up to 100 Nodes - Create up to 5 Groups & Dependencies - Create and populate up to 3 Custom Properties	- Apply Base Configuration - Data Retention - Polling Settings - Provision SNMP & WMI Credentials - Define up to 3 User Accounts - Create up to 5 Node Discoveries - Import up to 500 Nodes - Create up to 10 Groups & Dependencies - Create and populate up to 5 Custom Properties	- Apply Base Configuration - Data Retention - Polling Settings - Provision SNMP & WMI Credentials - Define up to 5 User Accounts - Create up to 10 Node Discoveries - Import up to 1000 nodes - Create up to 25 Groups & Dependencies - Create and populate up to 10 Custom Properties
Network Performance Monitor (NPM)	- Configuration of Syslog and Traps - Create up to 1 NetPath using the default agent - Create up to 1 technology-vendor Custom SNMP Poller stack - Create up to 1 Map with up to 5 objects - Import, configure and tune 1 Best Practice Alert - Import, configure and tune up to 2 Best Practice Reports - Create 1 Summary Dashboard with up to 6 Widgets - Create PerfStack examples	- Configuration of Syslog and Traps - Create 1 Syslog and Traps rule - Create 1 NetPath with remote install of additional agent - Create up to 2 technology-vendor Custom SNMP Poller stack - Create up to 3 Maps with up to 20 objects per map - Import, configure and tune up to 3 Best Practice Alerts - Import, configure and tune up to 5 Best Practice Reports - Create up to 3 Summary Dashboards with up to 6 Widgets - Create PerfStack examples	- Configuration of Syslog and Traps - Create up to 3 Syslog and Traps rules - Create up to 3 NetPaths with remote install of additional agent - Create up to 3 technology-vendor Custom SNMP Poller stack - Create up to 5 Maps with up to 50 objects per map - Import, configure and tune up to 5 Best Practice Alerts - Import, configure and tune up to 9 Best Practice Reports - Create 1 Custom Report - Create 10 Dashboards with up to 6 Widgets - Create PerfStack examples
IP Address Manager (IPAM)	- Populate up to 2 DHCP/DNS servers - Optimise DHCP Scope - Populate 3 IP address subnet schemas - DNS Zone Management - User Access Control - Import, configure and tune 1 Best Practice Alert - Import, configure and tune 2 Best Practice Reports - Create 1 Dashboard with up to 6 Widgets	- Populate up to 4 DHCP/DNS servers - Optimise DHCP Scope - Populate 10 IP address subnet schemas - DNS Zone Management - User Access Control - Import, configure and tune 3 Best Practice Alerts - Import, configure and tune 5 Best Practice Reports - Create up to 2 Dashboards with up to 6 Widgets	- Populate up to 8 DHCP/DNS servers - Optimise DHCP Scope - Populate 25 IP address subnet schemas - DNS Zone Management - User Access Control - Import, configure and tune 5 Best Practice Alerts - Import, configure and tune 10 Best Practice Reports - Create up to 3 Dashboards with up to 6 Widgets

Server & Application Monitor (SAM)	• Configure up to 2 OoTB Application Monitors/Templates • Configure 1 OoTB AppInsight for SQL Monitor • Configure 1 OoTB AppInsight for Exchange Monitor • Configure 1 OoTB AppInsight for IIS Monitor • Configure 1 OoTB AppInsight for Active Directory Monitor • Configure 1 OoTB API Poller • Create 1 Map with up to 5 objects • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 2 Best Practice Reports • Create 1 Summary Dashboard with up to 6 Widgets • Create PerfStack Monitor examples	• Configure up to 5 OoTB Application Monitors/Templates • Configure 3 OoTB AppInsight for SQL Monitor • Configure 3 OoTB AppInsight for Exchange Monitor • Configure 3 OoTB AppInsight for IIS Monitor • Configure 3 OoTB AppInsight for Active Directory Monitor • Configure 3 OoTB API Pollers • Create up to 3 Maps with up to 20 objects per map • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 5 Best Practice Reports • Create up to 3 Summary Dashboards with up to 6 Widgets • Create PerfStack Monitor examples	• Configure up to 10 OoTB Application Monitors/Templates • Configure 5 OoTB AppInsight for SQL Monitor • Configure 5 OoTB AppInsight for Exchange Monitor • Configure 5 OoTB AppInsight for IIS Monitor • Configure 5 OoTB AppInsight for Active Directory Monitor • Configure 5 OoTB API Pollers • Create up to 5 Maps with up to 50 objects per map • Import, configure and tune up to 5 Best Practice Alerts • Import, configure and tune up to 9 Best Practice Reports • Create 1 Custom Report • Create up to 10 Dashboards with up to 6 Widgets • Create PerfStack Monitor examples
User Device Tracker (UDT)	• Populate network port inclusion • Add Active Directory for User Tracking • Configure UDT Settings • Create a White List • Configure the Rogue List • Configure the Watch List • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 2 Best Practice Reports • Create 1 Dashboard with up to 6 Widgets	• Populate network port inclusion • Add Active Directory for User Tracking • Configure UDT Settings • Create a White List • Configure the Rogue List • Configure the Watch List • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 2 Best Practice Reports • Create 1 Custom Report • Create 3 Dashboards with up to 6 Widgets	• Populate network port inclusion • Add Active Directory for User Tracking • Configure UDT Settings • Create a White List • Configure the Rogue List • Configure the Watch List • Import, configure and tune 5 Best Practice Alerts • Import, configure and tune 4 Best Practice Reports • Create 1 Custom Report • Create 5 Dashboard with up to 6 Widgets
VoIP & Network Quality Manager (VNQM)	• Review Call Manager and Gateway Configuration Requirements • Review IP SLA Requirements/SLA Configuration • Creation of up to 3 IP SLAs • Populate 1 Call Manager • Populate 3 Gateway Devices • Create 1 Map with up to 5 objects • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 2 Best Practice Reports • Create 1 Dashboard with up to 6 Widgets	• Review Call Manager and Gateway Configuration Requirements • Review IP SLA Requirements/SLA Configuration • Creation of up to 10 IP SLAs • Populate up to 2 Call Managers • Populate 5 Gateway Devices • Create 1 Map with up to 10 objects • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 2 Best Practice Reports • Create 1 Custom Report • Create 3 Dashboard with up to 6 Widgets	• Review Call Manager and Gateway Configuration Requirements • Review IP SLA Requirements/SLA Configuration • Creation of up to 20 IP SLAs • Populate up to 3 Call Managers • Populate 10 Gateway Devices • Create 1 Map with up to 20 objects • Import, configure and tune 5 Best Practice Alerts • Import, configure and tune 9 Best Practice Reports • Create 1 Custom Report • Create 5 Dashboard with up to 6 Widgets
Log Analyser	• Configure Log Analyser core settings • Populate up to 5 log sources • Configure 1 event log rule • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 1 Best Practice Report	• Configure Log Analyser core settings • Populate up to 15 log sources • Configure 3 event log rule • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 3 Best Practice Reports	• Configure Log Analyser core settings • Populate up to 30 log sources • Configure 5 event log rule • Import, configure and tune 5 Best Practice Alerts • Import, configure and tune 4 Best Practice Reports • Create 1 Custom Report
NetFlow Traffic Analyser (NTA)	• Identify Flow sources • NTA Settings • Create up to 3 IP groups • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 1 Best Practice Report • Create 10 Dashboard with up to 6 Widgets	• Identify Flow sources • NTA Settings • Create up to 5 IP groups • Import, configure and tune 2 Best Practice Alerts • Import, configure and tune 3 Best Practice Reports • Create 10 Dashboard with up to 6 Widgets	• Identify Flow sources • NTA Settings • Create up to 10 IP groups • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 4 Best Practice Reports • Create 1 Custom Report • Create 10 Dashboard with up to 6 Widgets

Network Configuration Manager (NCM)	• Populate up to 100 network devices • Configure core NCM settings • Configure backup schedule and inventory jobs • Optimise 1 Config Change Template • Create 1 Firmware Upgrade Template • Configure 1 End-of-Life/End-of-Sale Service • Create Script Library • Configure Cisco devices for Real Time Change Detection • Configure OoTB Policy Compliance Reporting • Configure approval system • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 2 Best Practice Reports • Create 2 Dashboards with up to 6 Widgets	• Populate up to 500 network devices • Configure core NCM settings • Configure backup schedule and inventory jobs • Optimise 2 Config Change Templates • Create 2 Firmware Upgrade Templates • Configure 3 End-of-Life/End-of-Sale Services • Create Script Library • Configure 2 vendors for Real Time Change Detection • Configure OoTB Policy Compliance Reporting • Configure 1 custom Policy Compliance Report with up to 5 rules • Configure approval system • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 5 Best Practice Reports • Create 2 Dashboards with up to 6 Widgets	• Populate up to 1000 network devices • Configure core NCM settings • Configure Backup Schedule and Inventory Jobs • Configure 2 custom jobs • Optimise 3 Config Change Templates • Create 3 Firmware Upgrade Templates • Configure 5 End-of-Life/End-of-Sale Services • Create Script Library • Configure 3 vendors for Real Time Change Detection • Configure OoTB Policy Compliance Reporting • Configure 1 custom Policy Compliance Report with up to 15 rules • Configure approval system • Import, configure and tune 5 Best Practice Alerts • Import, configure and tune 9 Best Practice Reports • Create 1 Custom Report • Create 3 Dashboards with up to 6 Widgets
Virtualisation Manager (VMAN)	• Configure core VMAN settings • Populate up to 5 virtualisation resources • Configure 1 AWS/Azure Monitoring resource • Create 1 sample capacity planning report • Create 1 Map with up to 5 objects • Import, configure and tune 1 Best Practice Alert • Import, configure and tune 2 Best Practice Reports • Create 1 Dashboard with up to 6 Widgets	• Configure core VMAN settings • Populate up to 10 virtualisation resources • Configure up to 2 AWS/Azure Monitoring resources • Create up to 3 sample capacity planning report • Create 2 Maps with up to 20 objects • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune 5 Best Practice Reports • Create 2 Dashboards with up to 6 Widgets	• Configure core VMAN settings • Populate up to 20 virtualisation resources • Configure up to 3 AWS/Azure Monitoring resources • Create up to 5 sample capacity planning report • Create 3 Maps with up to 50 objects • Import, configure and tune 5 Best Practice Alerts • Import, configure and tune 9 Best Practice Reports • Create 1 Custom Report • Create 3 Dashboards with up to 6 Widgets
Server Configuration Monitor (SCM)	• Configure core SCM settings • Add Nodes and Assign up to 3 OoTB Profiles • Import, configure and tune 1 Best Practice Alert • Import, configure and tune up to 1 Best Practice Report • Create 1 Summary Dashboard with up to 6 Widgets • Create PerfStack examples	• Configure core SCM settings • Add Nodes and Assign up to 5 OoTB Profiles • Import, configure and tune 2 Best Practice Alerts • Import, configure and tune up to 3 Best Practice Reports • Create 2 Dashboards with up to 6 Widgets • Create PerfStack examples	• Configure core SCM settings • Add Nodes and Assign up to 9 OoTB Profiles • Create 1 Custom Profile • Import, configure and tune 3 Best Practice Alerts • Import, configure and tune up to 5 Best Practice Reports • Create 5 Dashboards with up to 6 Widgets • Create PerfStack examples
Solution Handover	• Provide configuration document • Deliver solution handover session to team of up to 3 people	• Provide configuration document • Deliver solution handover session to team of up to 4 people	• Provide configuration document • Deliver solution handover session to team of up to 5 people

Conditions of Delivery

Environment Setup: The environment must be set up in accordance with SolarWinds guidance, unless otherwise specified, and must be ready before Prosperon commences work.

Our team of experts will be available to guide you through Environment Setup during onboarding.

- **Delivery Timeframe:** Delivery of services must be completed within 90 days from the date of the Welcome Call initiation.
- **Working Hours:** Delivery hours are limited to 9:00 AM to 5:00 PM UK time, Monday to Friday.
- **Session Duration:** Delivery sessions are scheduled for a minimum duration of 3.5 hours each.
- **Remote Delivery:** All delivery sessions are conducted remotely using either WebEx or a solution provided by the customer.
- **Scope Limitations:** No custom script work, integration, or development services are included in any package.
- **Cancellation Policy:** Cancellation of scheduled sessions without proper notice may result in penalties, including a reduction in scope or the requirement of additional time.

Prosperon Services & Support

Prosperon offers a wide range of services and technical support to help you accelerate time to value and maximise the returns from your SolarWinds investment. Contact your Prosperon Account Manager or email us at sales@prosperon.co.uk to learn more about this and our other support and professional service offerings available as options to you.

About Prosperon

Prosperon has been a SolarWinds® authorised partner since 2006, achieving Elite Partner status in 2021. Our focus is on helping customers get the most out of their investment in SolarWinds by ensuring the platform is healthy, meets business demands, and is being used proactively. We support our customers with a range of value-added services, including deployment, integration, customisations, training and technical support; all delivered by SolarWinds Certified Professional (SCP) accredited engineers. These services can either be provided directly to end users, or through our channel partner program.

Legal Notices

This document is subject to the standard Prosperon Networks Terms & Conditions which are 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.