

G-Cloud 15

SolarWinds MSP Service

Standard Service Definition Document
January 2026

1. Service Overview

Prosperon Managed Services provides Customers with an annual managed resource to outsource the day-to-day administrative function of the continual configuration of the Managed Application. This includes working remotely to identify improvements to the platform and understand future requirements, removing the burden of monitoring tasks from the Customer whilst maximising the benefit from their monitoring investment.

2. Type of MSP Services

2.1 MSP Administrator Service (for day-to-day configuration and continuous improvement)

- Provides a dedicated managed resource for day-to-day configuration of the Managed Application.
- Customers can make direct service requests for configuration changes.
- Engineers propose improvements, implement changes, and take ownership of configuration and platform definition.
- Benefits include:
 - Centralised resource for configuration changes
 - Platform development and upgrade management
 - Act as platform advocate within the business
 - Free up internal resources for other tasks
 - Reliable monitoring metrics

2.2 MSP Gold / Silver Support (SLA-backed support for proactive issue management)

- Proactive monitoring of the SolarWinds Platform.
- Handles issue identification, remediation, and keeps the Customer informed.
- Manages vendor escalation.
- Benefits include:
 - Reduced Customer resource requirements
 - Quicker MTTR (mean time to resolution)
 - Peace of mind that the platform is stable and supported
 - SLA-backed service depending on Gold/Silver tier

MSP Support Gold Tier SLAs

SLA	Response Time	Target	Ticket classification	Criteria example	Escalation
P1	1 hours	95%	Incident	• Platform is completely unavailable (i.e. unable to login) • Platform performance is severely impacting multiple users • Major security vulnerability identified • Applies to Out of Hours	3 hours elapsed - Support Manager 4 hours elapsed - Professional Services Manager 8 hours - Services Director
P2	2 Hours	95%	Incident	• Platform performance is causing delays in routine tasks • Sections of the platform are unavailable	6 hours elapsed - Support Manager 8 hours elapsed - Professional Services Manager 16 hours - Services Director
P3	8 Hours	95%	Incident	• Minor issues on the platform such as unexpected results during regular usage but the platform is operational	20 hours elapsed - Support Manager 28 hours elapsed - Professional Services Manager 38 hours - Services Director

MSP Support Silver Tier SLAs

SLA	Response Time	Target	Ticket classification	Criteria example	Escalation
P1	2 hours	95%	Incident	- Platform is completely unavailable (i.e. unable to login) - Platform performance is severely impacting multiple users - Major security vulnerability identified - Applies to Out of Hours	3 hours elapsed - Support Manager 4 hours elapsed - Professional Services Manager 8 hours - Services Director
P2	4 Hours	95%	Incident	- Platform performance is causing delays in routine tasks - Sections of the platform are unavailable	6 hours elapsed - Support Manager 8 hours elapsed - Professional Services Manager 16 hours - Services Director
P3	12 Hours	95%	Incident	Minor issues on the platform such as unexpected results during regular usage but the platform is operational	20 hours elapsed - Support Manager 28 hours elapsed - Professional Services Manager 38 hours - Services Director

2.3 Out-of-Hours Support (Support add-on): Optional 24/7 coverage for P1 critical incidents, extending the SLA beyond standard service hours.

3. Service Features

- Providing a centralised resource to apply configuration changes required by the Customer.
- Continued development of the monitoring platform using certified, experienced engineers.
- Act as platform advocate, driving solution adoption and usage.
- Maintaining the SolarWinds Platform on the current release version through planned upgrades.
- Delivering reliable monitoring metrics.
- 24/7 support for critical incidents if Out-of-Hours is selected.

4. Service Benefits

- Frees internal resources to focus on other projects.
- Reliable monitoring and configuration management.
- Proactive identification and remediation of issues.
- Vendor escalation management.
- Continuous improvement of the monitoring platform.

5. Service Scope

- Application configuration and management.
- Routine checks and proactive monitoring.
- Issue management and remediation.
- Vendor escalation and coordination.
- Recommendations for platform improvements.
- Proactive monitoring

6. Delivery Approach

- Services are delivered remotely by Prosperon engineers.
- Engineers work with the Customer to apply configuration changes and propose improvements.
- Continuous collaboration to ensure future monitoring requirements are implemented smoothly.

7. Delivery Options

- Administrator Service: Standalone configuration and improvement service.
- Managed Services Support: SLA-backed support.
- Out-of-Hours Support: Optional 24/7 coverage for P1 critical incidents.

8. Service Hours

- Standard: 09:00 – 17:30, Monday to Friday, excluding UK Bank Holidays.
- Out-of-Hours: Optional coverage for P1 incidents.

9. Onboarding and Offboarding

- **Onboarding:** Service access, initial configuration assessment, and knowledge transfer.
- **Offboarding:** Removal of access, documentation handover, and closure of pending service requests.

10. Security and Compliance

- Adherence to internal and industry security standards
- Protection of Customer data
- Regular audit and compliance reporting

11. Service Assumptions

- Customer provides required access to systems
- Standard Service Hours apply unless Out-of-Hours is selected
- Support tiers align to defined SLA response and resolution times

12. Service Constraints

- MSP Services do not cover underlying infrastructure outside SolarWinds Platform
- Out-of-scope requests incur additional charges

13. Service Dependencies

- MSP Administrator Services: Standalone
 - MSP Gold/Silver Support: Can be independent or paired with Administrator Service
- Out-of-Hours Support: Requires Managed Services Support for P1 coverage.

14. Customer Feedback

Prosperon Networks is committed to delivering high-quality training services. Customer feedback is actively encouraged and used to improve service quality and delivery. Any concerns or complaints should be raised directly with the assigned Account Manager for prompt resolution.

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