




# SolarWinds Smart Start

**YOUR PATH TO SUCCESS STARTS WITH EXPERT GUIDANCE THAT HELPS OPTIMISE SOLARWINDS® SOFTWARE FOR YOUR SPECIFIC ENVIRONMENT.**

*Software that isn't being used doesn't add value or solve problems. Our experts help you quickly deploy your SolarWinds software to help assure maximum performance and value.*

With Smart Start, you get:

-  One-on-one expert guidance to help make sure you are configuring, customising, and optimising your SolarWinds environment quickly and correctly
-  Assistance from an experienced Customer Success representative who understands your environment and is focused on helping you achieve your IT management objectives
-  Peace of mind that comes from knowing you are making the most of your SolarWinds software

SolarWinds Smart Start helps you quickly implement and optimise SolarWinds world-class software with one-on-one expert advice from SolarWinds implementation experts.

Smart Start helps you get the most value out of your SolarWinds products, from configuration to customisation and beyond. This program speeds time to value, optimises SolarWinds software in your environment, and offers peace of mind that you are getting the most out of your SolarWinds software.

## SMART START AT A GLANCE

Smart Start has two phases. The first focuses on helping you install and configure your software. The second optimises SolarWinds in your environment to help ensure that you are following best practices going forward.



**“** I believe Smart Start for LEM helped me shave 2 or 3 weeks off my deployment time and getting the best practices early in my deployment was a big benefit. **”**

— Josh M.,  
Banking Industry,  
SolarWinds customer  
since 2017

**Smart Start is available for the following products:**

- » Network Performance Monitor
- » Network Traffic Analyzer
- » Network Configuration Manager
- » Server & Application Monitor
- » Virtualization Manager
- » Log & Event Manager
- » Patch Manager

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Below is a sampling of functionalities your Customer Success rep will help you implement and optimise:

NETWORK PERFORMANCE MONITOR	SERVER & APPLICATION MONITOR
Verifying product installation	Verifying product installation
Discovering your network	Discovering your environment
Navigating the web console and troubleshoot issues	Navigating the web Console
Creating alerts and reports	Creating application monitors and templates; deploying AppInsight templates
Using custom properties and groups/dependencies	Creating alerts and reports
Setting up user accounts and limitations	Using custom properties and groups/dependencies
Customizing views and maps	Setting up user accounts and limitations
Creating a universal device poller	Customizing views and maps
Using NetPath, the Performance Analysis Dashboard, and DPI	Using the Performance Analysis Dashboard and AppStack

You choose when your Smart Start engagement begins, but it does expire 90 days after purchase.

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**Smart Start does not include the following;**

- » Onsite support
- » Developing custom scripts, templates, or queries
- » Taking control of your environment to perform installations, configurations, migrations, or upgrades
- » Troubleshooting issues with third-party products

**LEARN MORE**

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For product information about SolarWinds products, visit [solarwinds.com](http://solarwinds.com), call, or email.

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