




# SolarWinds Smart Start

**YOUR PATH TO SUCCESS STARTS WITH EXPERT GUIDANCE THAT HELPS OPTIMIZE 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 assure maximum performance and value.*

With Smart Start, you get:

-  One-on-one expert guidance to make sure you are configuring, customizing, and optimizing your SolarWinds environment quickly and correctly
-  Assistance from an experienced Customer Success rep 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 optimize SolarWinds world-class software with one-on-one expert advice from SolarWinds implementation experts.

Smart Start fulfills your need to get the most value out of your SolarWinds products, from configuration to customization and beyond. This program speeds time to value, optimizes SolarWinds software in your environment, and assures 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 installing and configuring your software. The second optimizes 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 Configuration Manager
- » Network Traffic Analyzer
- » IP Address Manager
- » Server & Application Monitor
- » Web Performance Monitor
- » High Availability
- » Additional Polling Engines
- » Patch Manager

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

NETWORK PERFORMANCE MONITOR	NETWORK CONFIGURATION MANAGER
Verifying product installation	Verifying product installation
Discovering your network	Discovering and managing nodes
Navigating the web console and troubleshoot issues	Download, compare and upload configurations
Creating alerts and reports	Using configuration change templates
Using custom properties and groups/dependencies	Compliance search feature and reporting
Setting up user accounts and limitations	Creating alerts
Customizing views and maps	Using session tracing and logging
Creating a universal device poller	Using custom properties and groups/dependencies
Using NetPath, the Performance Analysis Dashboard, and DPI	Customizing views

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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To locate an international reseller near you, visit [http://www.solarwinds.com/partners/reseller\\_locator.aspx](http://www.solarwinds.com/partners/reseller_locator.aspx)*

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