




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
- » User Device Tracker
- » VoIP & Network Quality Manager
- » Network Automation Manager
- » Network Operations Manager
- » Log & Event Manager
- » Patch Manager
- » Server & Application Monitor
- » Database Performance Analyzer
- » Storage Resource Monitor
- » Virtualization Manager
- » Web Performance Monitor
- » High Availability
- » Enterprise Operations Console
- » Additional Polling Engine

[LEARN MORE](#)

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

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. Currently, the program is available for customers residing in the United States, Canada, and Mexico.

[LEARN MORE](#)

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

AMERICAS

Phone: 866.530.8100

Fax: 512.682.9301

Email: sales@solarwinds.com

For product information about SolarWinds products, visit solarwinds.com, call, or email.

7171 Southwest Parkway | Building 400 | Austin, Texas 78735