

SolarWinds Premium Support

Level 2

A complex, mission-critical IT environment demands expert, personalized attention to quickly resolve issues and optimize performance. **SolarWinds® Premium Support** provides customers with fast response times, leveraging a global support organization. SolarWinds partners with you to drive your organization further and help you achieve the technical outcomes most critical to you.

[LEARN MORE](#)[support.solarwinds.com/
support-offerings](https://support.solarwinds.com/support-offerings)

FEATURES AND BENEFITS

SolarWinds Premium Support Level 2 is designed for our customers who need a relationship with the SolarWinds support team. SolarWinds provides you with maintenance and upgrade assistance up to eight times a year. Premium Support level 2 delivers customers with the services they need at a price they can afford.

Premium Support Level 2 Offerings:

- 24/7 access to support
- One-hour response time for Priority 1 (P1) cases
- Two-hour response time for Priority 2 (P2) cases
- Skip-tier to Intermediate Customer Support resource
- Designated Escalation Manager
- Assigned Technical Success Manager
- Up to eight (8) sessions for maintenance and upgrade assistance
- Up to four (4) joint technical and business reviews per year
- Trusted advisors
- Expert-driven health checks
- Proactive engagement
- Access to self-led onboarding
- Expert services
- Access to THWACKcamp™
- SolarWinds Academy Training
- SolarWinds Certified Professional® classes
- Online Customer Success Center
- Knowledge base articles
- Best practice content and procedures

Premium Support Benefits:

- Enables organization continuity
- Drives solution adoption
- Accelerates time to value
- Boosts team performance
- Improves user experience
- Minimizes downtime
- Reduces organizational risks

CASE DESIGNATION DEFINITION

TECHNICAL SUPPORT PRIORITIES	DESCRIPTION
P1 – System Down	Customer’s production use of SolarWinds software is stopped or so severely impacted, users cannot reasonably continue to use or access the software. Critical requests have one or more characteristics: a) data corruption, b) SolarWinds software hangs, causing unacceptable delays, or c) the SolarWinds software is inaccessible to all users.
P2 – High	Customer experiences a disruptive loss of use of the SolarWinds software. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
P3 – Medium	Customer experiences moderate to a minor loss of use of the SolarWinds software, or a feature/ operation generates an unexpected result. The impact is isolated and an inconvenience; however, use and access to SolarWinds software can continue.
P4 – Low	Customer requests information, an enhancement, or documentation clarification regarding SolarWinds software, but there is no impact on the use or access of SolarWinds software.

PREMIUM SUPPORT HOURS

- **Business Hours**
 - North America: 7 a.m. – 7 p.m. (CT) Monday to Friday
 - APAC: 7 a.m. – 7 p.m. (GMT+8) Monday to Friday
 - EMEA: 7 a.m. – 7 p.m. (GMT+1) Monday to Friday
- **After Business Hours**
 - North America 7 p.m. to 7 a.m. (CT) Monday to Friday
 - APAC: 7 p.m. – 7 a.m. (GMT+8) Monday to Friday
 - EMEA: 7 p.m. – 7 a.m. (GMT+1) Monday to Friday
 - 24 Hours during weekends beginning 7 p.m. (CT) Friday through midnight to 7 a.m. Monday (CT) and holidays

SOLARWINDS SERVICES AND SUPPORT

SolarWinds offers a wide range of services and technical support to help you accelerate time to value and maximize the returns from your SolarWinds investment. Contact your SolarWinds sales representative or authorized partner to learn more about our support, deployment, and professional service offerings.

Support Services

We offer 24/7 on our live support tiers, self-help tools, access to our THWACK community, and proactive success management services. Our support services also include access to online training and to experienced technical experts.

Deployment and Professional Services

To help meet your organizational needs, we offer various custom deployment and professional services to assist during the planning, deployment, implementation, maintenance, and optimization of your SolarWinds environment.

Program Limitations

Support doesn't include the development of custom scripts, reports, templates, SQL queries, performing analysis of or troubleshooting performance problems related to third-party products, or SQL or Operating System issues. SolarWinds will not take control of a company's environment to perform full installations, configurations, migrations, or upgrades. SolarWinds will not go on-site to the company to perform any organizational support needs.

For more information on SolarWinds services and support, please visit www.solarwinds.com.

PROFESSIONAL AND ADVANCED SUPPORT SERVICE LEVELS

CATEGORY	PROFESSIONAL SUPPORT	ADVANCED SUPPORT
Technical Support	<ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • Two-hour response time for P1 cases • Eight-hour response time for P2 cases • Customer Support resource 	<ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Four-hour response time for P2 cases • Intermediate Customer Support resource
Premium Services Team	<ul style="list-style-type: none"> • Cases are worked by our global support team 	<ul style="list-style-type: none"> • Cases are worked by our global premium support team
Success Services	<ul style="list-style-type: none"> • Digital Success 	<ul style="list-style-type: none"> • Up to four (4) maintenance window and upgrade assistance sessions • Digital Success

PREMIUM SUPPORT SERVICE LEVELS

CATEGORY	PREMIUM SUPPORT LEVEL 1	PREMIUM SUPPORT LEVEL 2	PREMIUM SUPPORT LEVEL 3
Technical Support	<ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Four-hour response time for P2 cases • Intermediate Customer Support resources 	<ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • One-hour response time for P1 cases • Two-hour response time for P2 cases • Intermediate Customer Support resource • Designated escalation manager 	<ul style="list-style-type: none"> • 24x7 access to phone and web support • Software updates • THWACK community access • 30-minute response time for P1 cases • One-hour response time for P2 cases • Advanced Customer Support resource • Designated escalation manager
Premium Services Team	<ul style="list-style-type: none"> • Cases are worked by our global premium support team 	<ul style="list-style-type: none"> • Cases are worked by our designated region premium support team during business hours • On-demand access to the global premium support team after business hours, holidays, and weekends • Up to four (4) joint technical and business reviews per year 	<ul style="list-style-type: none"> • Cases are worked by our designated region senior premium support team during business hours • On-demand access to the global senior premium support team after business hours, holidays, and weekends • Up to eight (8) joint technical and business reviews per year
Success Services	<ul style="list-style-type: none"> • Up to four (4) maintenance window and upgrade assistance sessions • Customer Success Manager 	<ul style="list-style-type: none"> • Up to eight (8) maintenance window and upgrade assistance sessions • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned Technical Success Manager 	<ul style="list-style-type: none"> • Up to twelve (12) maintenance window and upgrade assistance sessions • Trusted advisors • Expert-driven health checks • Proactive engagement • Assigned Senior Technical Success Manager

All levels include access to:

- **Training and certification options:** Virtual classes and eLearning • SolarWinds Academy classes • SolarWinds Certified Professional classes (some classes are subject to additional fees); and
- **Self-help services:** Access to Customer Success Center • Knowledge Base articles • best practice content • global search • digital Health Checks

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today’s modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our THWACK® community, allow us to address customers’ needs now, and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



*For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com.
To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx*

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