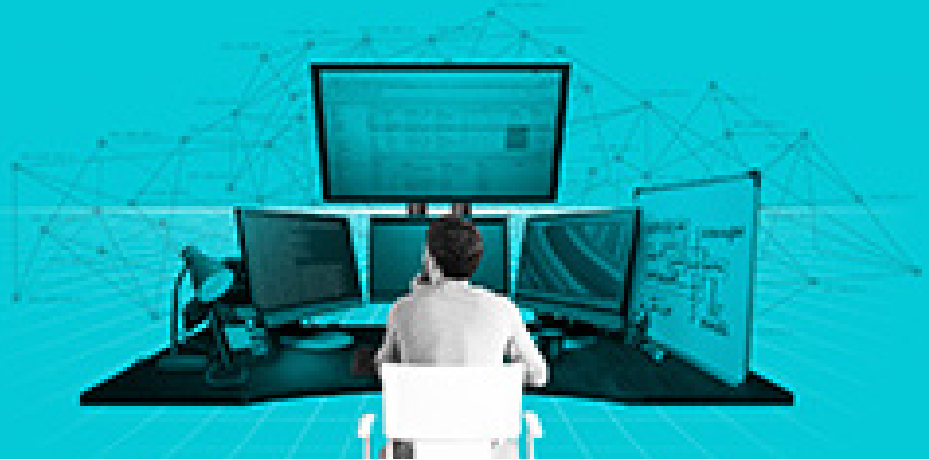


# SolarWinds Service Desk SmartStart Implementation Services

## Professional



*The SolarWinds Service Desk framework was created to aid platform customers in understanding the SolarWinds Service Desk best practice approach to setting up, managing and maintaining a SolarWinds Service Desk environment. This approach helps move ITSM strategic initiatives forward through standardized processes that enhance the delivery of the new service in a compressed timeframe. With SolarWinds Service Desk, the real business value will be felt in days, not weeks or months.*

*Designed to get you to work right away, SolarWinds Service Desk allows you to build out the full implementation as you proceed. However, each customer's needs are unique, with specific objectives to accomplish. Through SolarWinds Service Desk SmartStart, we will stand next to you and work at your pace. We will help you with project planning, incorporating best practices, and transitioning from existing products, integrations, workflows, and trainings.*

*SolarWinds Service Desk SmartStart will change the way businesses view service desk software implementations. While we want you to feel comfortable doing more on your own, always know that SolarWinds Service Desk is here to assist.*

## FEATURES

### **Discover and Assess**

Discover and Assess equips your team with the due diligence to accelerate the service desk implementation. SolarWinds Service Desk facilitates a series of meetings among key stakeholders to quickly drive consensus on strategic and technical objectives, while gaining a shared understanding of how the service desk operates and what best practices are required to develop the optimal strategy and corresponding plan.

### **Solution and Plan**

Solution and Plan is a blueprint to getting your new service desk deployed and operational in an accelerated timeframe. We will build a solution based on the Discover and Assess service. This solution will become your SolarWinds Service Desk plan used in all remaining services you select. This will also help determine resource requirements to implement SolarWinds Service Desk and make it operational.

### **Implement and Monitor**

Implement and Monitor provides a "SWAT team" of qualified subject matter experts to SolarWinds Service Desk customers. These experts accelerate implementation and then monitor to ensure the new service desk is running optimally.

A successful implementation phase will require collaboration between team members, a solid communication structure, and thorough planning of all activities required to complete the service desk transition. Continuity of service and a transparent transition process will be paramount in the efforts to minimize the impact on end users, operations, and customers.

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The execution of this service will be managed by a SolarWinds Service Desk Implementation Specialist, who will be the single point-of-contact for the customer's team and oversee the work being done by all SolarWinds Service Desk personnel assigned to this service. The SolarWinds Service Desk Implementation Specialist will work with the customer team to provide the management and oversight that is required to ensure project success in a dynamic environment.

SmartStart Services	Silver	Gold	Platinum	Diamond
	MSRP \$3,000	MSRP \$5,000	MSRP \$8,000	MSRP \$20,000
Implementation Hours <sup>1</sup>	3	5	10	25
On Site Implementation Hours				12 <sup>2</sup>
Project Timeline Days	30	45	60	90
<b>Project Planning</b>				
Custom Implementation Project Plan	✓	✓	✓	✓
Go Live Day Assistance	✓	✓	✓	✓
Service Desk and Asset Management Best Practices	✓	✓	✓	✓
<b>Core</b>				
Sites & Departments	✓	✓	✓	✓
Categories & Subcategories	✓	✓	✓	✓
Suggested Groups	✓	✓	✓	✓
Roles - Standard & Custom	1	3	5	5
Single Sign On (SSO)	✓	✓	✓	✓
User Provisioning	✓	✓	✓	✓
Domain Mapping	✓	✓	✓	✓
Custom Fields	✓	✓	✓	✓
<b>Service Desk Management</b>				
Incident Management	✓	✓	✓	✓
Problem, Change, Release Management			✓	✓
Service Desk Settings		✓	✓	✓
Service Portal Branding & Setup	✓	✓	✓	✓
Service Level Agreement & Business Hours	1	5	10	15
Email Dropbox Settings	✓	✓	✓	✓
Notifications & Customized Email Templates		✓	✓	✓
Knowledge Base		✓	✓	✓
Service Catalog Request Creation <sup>3</sup>		1	5	10
Automation Rules		5	10	25
<b>Asset Management</b>				
Computer Agent Deployment	✓	✓	✓	✓
Other Assets		✓	✓	✓
Mobile Devices			✓	✓
Configuration Item Management			✓	✓
Risk Management			✓	✓
Network Discovery				✓
<b>Procurement</b>				
Contract Management/License Compliance			✓	✓
Purchase Order (PO) Management			✓	✓

SmartStart Services	Silver	Gold	Platinum	Diamond
	MSRP \$3,000	MSRP \$5,000	MSRP \$8,000	MSRP \$20,000
<b>Reporting</b>				
Reports		✓	✓	✓
Dashboards		✓	✓	✓
<b>Training</b>				
Requester Training			✓	✓
Service Agent User Training		✓	✓	✓
<b>Advanced</b>				
Ticket Migration Assistance <sup>4</sup>			10,000	10,000
Service Catalog Application Integrations			1	1
Custom API Scripts <sup>5</sup>				1

## Integration Services

From MSRP \$2,400

Need help using the SolarWinds Service Desk API, but short on time? Allow the SolarWinds Service Desk development team to assist with your API project. Simple or complex, SolarWinds Service Desk has the insight and experience to bring your script to life in a matter of days, not weeks or months.

- » Scoping with developer
- » Script development, non-production testing, bug fix, and production deployment Script administrator training
- » Script Hosting with SolarWinds Service Desk
- » Script maintenance for One (1) event (within 12 months of purchase)

## SmartStart On-site

MSRP Custom Quote

SolarWinds Service Desk SmartStart On-site allows any portion of our SmartStart implementation packages to be performed on-site at your location. This allows for a customized in-person team based collaboration which shortens the overall implementation period and brings quicker time to value.

- » Stakeholder interviews and data capturing
- » Best-practice approach to project implementation
- » Flexible day rates, with travel costs built in

1 - Dedicated phone time spent with an Implementation Specialist

2 - Includes 12 consecutive hours over 2 consecutive business days and time spent on site will be deducted from the total implementation hours (All travel expenses included)

3 - Includes One (1) Application integration setup and Two (2) edits

4 - Standard data migration from existing system limited to 10,000 tickets

5 - Up to Ten (10) hours of script development time per script

## ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size, or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-prem, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals—IT operations professionals, DevOps professionals, and managed service providers (MSPs)—to understand the challenges they face maintaining high-performing and highly available IT infrastructures. The insights we gain from engaging with them, in places like our **THWACK** online community, allow us to build products that solve well-understood IT management challenges in ways that technology professionals want them solved. This focus on the user and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as a worldwide leader in network management software and MSP solutions. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).

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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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