



adfontessoftware 

ADFONTES SOFTWARE

MANAGED SERVICES



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PREMIUM SUPPORT

SolarWinds Premium Support as a Service. For many customers SolarWinds Orion has become a mission critical part of the operation that require a more advanced type of SolarWinds Support.

Adfontes Premium SolarWinds Support as Service is a valuable proposition for your business that goes beyond standard SolarWinds Support and will minimize operational risks, outages and will protect your Total Cost of Ownership (TCO) of your SolarWinds investments.

Our SolarWinds Certified Professional Engineers have overseen some of the largest installs of SolarWinds Orion in Europe, and over time have gathered a wealth of experience and best practice skills that will ensure your deployment of Orion is working at the levels required by the business.

Hourly bundled Support Cards can be used when needed, depending on your business requirements we can setup Service levels.

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Where we are
TODAY

SOLARWINDS SOFTWARE CONSULTING

Adfontes Software delivers best-in-class certified industry experts SolarWinds engineers & SolarWinds Project Managers, we are able to deliver turn-key solutions, High Level Design (HLD) or project specific assistance. Our staff is a valuable asset to your business. Over years we have built up an impressive SolarWinds Consulting Track record, amongst our customers you will find the larger SolarWinds strategic accounts.

SOLARWINDS MANAGED SERVICES

Adfontes Software aims to unburden their customers with valuable SolarWinds Managed Services because from time to time even the most intuitive software products and hardware devices require ongoing services.

Our clients have global access to dedicated SolarWinds Certified Professional Engineers that can provide support for individual SolarWinds products or for the entire SolarWinds IT Operations Management (ITOM) infrastructure.

Adfontes Software Managed services can include a wide range of activities; Global managed service for the ongoing monitoring & management of the deployed SolarWinds IT Operations Management (ITOM) environment and associated products.

Adfontes Software will support your organisation through a service agreement tailored to your needs.

Adfontes Software Deliveries:

With Adfontes Software Managed Services you will get access to the best available SolarWinds engineers in the market.

Performed by certified trusted SolarWinds Engineers Assist your team when needed

Hourly, Monthly or Annual packages available



How can we help?

HEALTHCHECK ON SOLARWINDS

Improve the performance of your SolarWinds® platform with a comprehensive Health Check review, designed to ensure your platform is correctly provisioned and configured to your requirements and industry best-practice.

The HealthCheck on SolarWinds is a short consulting engagement that helps to resolve day-to-day performance issues, and identifies areas to further optimise the efficiency of your SolarWinds platform. Recommendations are also made to enhance the configuration of your platform to improve productivity, ease-of-use, and maximise the benefits of SolarWinds to your organisation.

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Many of our customers see the benefit in our engineers revisiting the solution, with such an aggressive development strategy it is easy to fall behind with updating the product and making the most of the new features that are continuously added by the vendor.

The Healthcheck on SolarWinds includes:

- Perform a baseline analysis of the Orion deployment
- Assess the health of each component that makes up the solution, identify if any areas are affecting system performance and stability. Identify the levels of performance required for the solution.
- Determine what, where and how performance improvements can be achieved to optimise the architecture of the deployment
- Meet customer requirements from the resources available and identify any training requirements to ensure internal staff are equipped to gain maximum benefit from the solutions
- Provide a report and action plan to restore health and operational requirement.

Benefits of the Health Check for SolarWinds:

- Identify issues that are affecting the performance of your platform
- Optimise alerting and reporting with best practice advice and recommendations
- Ensure your platform can scale to meet your future requirements
- Assess your platform's capabilities and identify areas for improvement
- Ensure your system is ready to apply future product upgrades
- Identify new features and other Orion modules you could benefit from
- Ensure you get the maximum benefit out of your SolarWinds investments

