What is Smart Start for Onboarding?

We created Smart Start to share what we’ve learned from helping thousands of IT pros implement SolarWinds® software over the last 20 years.

During this time, we’ve seen, and learned, from implementations including the good, the bad, and the ugly, so we know what it takes to get your SolarWinds software into production where it can do what it does best—help you monitor and manage your IT environment.

A typical installation can be completed in only 2 – 6 weeks.

HOW DOES IT WORK?

Our specialists will meet with you for a series of meetings to help you save time getting your products installed or upgraded.

Get Started

We’ll schedule a welcome call to:

• Introduce you to your guide
• Review your environment
• Review your IT management goals

Install and Configure

We’ll complete the modules to:

• Guide you through the install for your product
• Focus on features you’ve called out as important
• Answer any questions from work done between sessions

Advance

We’ll follow up with you to:

• Ensure the implementation is meeting your needs
• Verify you feel confident in the product configuration
• Discuss resources SolarWinds offers to help you get the most out of your product

WHAT SHOULD I EXPECT?

As part of your engagement, you’ll onboard with one of our Smart Start Onboarding Specialists. We’ll work together to better understand your business and priorities. Then we’ll set up sessions to focus on the features most important to you and help get you to value quickly. We want to ensure we’re helping you to meet your expectations for the product and how you want to use the product moving forward as your partnership with SolarWinds grows.

“What I most liked about Smart Start was the fact that our deployment was quick and reliable. Working with the Smart Start team for our Patch Manager implementation saved us two or three weeks of implementation time.”

– William M., Network Administrator/Engineer
In the welcome call, we’ll get to know your goals for onboarding and find out more about you and your environment. We use this time to create a plan on getting you up and running, your experiences applying what you learned in the level.

Module number and length are based on the product and the complexity of the topic. We work with you to make time between modules for you to try out what you learned. The beginning of each module will give you time to ask questions about your experiences applying what you learned in the previous module.

At the end of the engagement, we’ll work with you to make sure you feel good about your new product and understand next steps in taking your product to the next level.

FOR WHAT PRODUCTS IS SMART START ASSISTED ONBOARDING AVAILABLE?

Smart Start is available for most of our products, and can also be used to get features like High Availability and additional polling engines up and running. You can purchase Smart Start for your products at any time. Since the program is focused on your needs, we can even help with the areas where you’re having difficulty with a current installation to ensure you’re using industry best practices from the people who created the products. The list of Smart Start Programs is always increasing globally, so check with your salesperson to learn about current offerings.

To ensure SolarWinds provides all our customers with the best possible experience, certain limitations and restrictions apply to our Smart Start programs:

- The Smart Start program is valid for 90 days from purchase.
- SolarWinds Smart Start Specialists cannot take control of a company’s environment to perform full installations, configurations, migrations, or upgrades.
- SolarWinds Smart Start Specialists are limited to remote assistance only and cannot go on-site to the company to perform any support.
- The SolarWinds Smart Start program does not extend to the development of custom scripts, reports, templates or SQL queries; perform analysis of or troubleshoot performance problems related to third-party products; or SQL or operating system issues.
- The SolarWinds Smart Start program does not include any training on the Orion® SDK.