What Is Smart Start for Upgrades?

Smart Start for Upgrades provides you peace of mind from working with one of our specialists, one-on-one, through all steps of your upgrade, from planning to go-live with the current version in 60 days or less. We created the Smart Start for Upgrades program to share what we’ve learned from helping thousands of IT pros upgrade their SolarWinds software over the last 20 years.

During that time, we’ve seen, and learned, from upgrades spanning “piece of cake” to A Nightmare on Elm Street, so we know what it takes to successfully upgrade your SolarWinds software. Once you’ve upgraded, you can leverage our latest innovations to better monitor and manage your IT environment.

From planning to current version in production in 60 days or less.

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 expert
- Review your environment
- Verify your system requirements
- Identify potential upgrade

**Upgrade**

We’ll assist you with the upgrade:

- Assist in getting the product upgraded
- Your expert will be (virtually) by your side through the whole experience

**Breathe**

We’ll follow up with you to:

- Make sure your environment is performing as expected
- Verify you feel confident in the product configuration

FOR WHAT PRODUCTS ARE SMART START FOR UPGRADES AVAILABLE?

Smart Start for Upgrades is available for SolarWinds® Orion® Platform products. You can purchase Smart Start for Upgrades at any time. The program is focused on your needs to ensure you use industry best practices to help you be in a better place for future upgrades. The list of Smart Start Programs is increasing globally, so check with your sales person to learn about current offerings.

WHAT SHOULD I EXPECT?

As part of your engagement, you’ll onboard with one of our Smart Start for Upgrades specialists. We’ll work together to better understand your current environment and upgrade you from a supported product version to a newer version with access to the latest features.
Welcome Call – In the welcome call, we’ll get to know your goals for upgrading and find out more about you and your environment. We’ll work together to understand any required infrastructure changes needed.

Customer Pre-Work – You’ll work to ensure the required infrastructure is in place, you have the proper credentials and access to the SQL and SolarWinds servers, and you have access to the VM. You’ll run the diagnostics discussed in the welcome call and review the system requirements.

Planning Call – We’ll work together to design a plan for your upgrade meeting industry best practices and work to verify any current blockers for upgrade. At this point, we’ll schedule the window for the upgrade to take place.

Go/No-Go Call – We’ll check in with you prior to upgrade to ensure all items are a go for the upgrade.

Upgrade Call – We’ll be available (virtually) by your side while the upgrade is happening to ensure everything is going to plan.

Post Upgrade Check-up Call – We’ll meet with you after the upgrade to make sure everything is working as expected.

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.