

SolarWinds Maintenance Benefits

IT PAYS TO KEEP YOUR MAINTENANCE ACTIVE!



*“For me, tech support is probably the most important consideration for any software or hardware product, and **I can definitely give SolarWinds an A+!**”*

*— Irishjd,
comment posted on thwack*

Why Should I Stay On Maintenance?

SolarWinds licensed products include a year of maintenance from the date of purchase. Annual maintenance provides tremendous ongoing value to customers at a small fraction of the original purchase price. SolarWinds recommends customers renew their maintenance prior to the expiration date to ensure that you continue to reap the benefits of ongoing product improvements.

Active Maintenance Provides You with Access to:

- Product Updates (Major Enhancements, New Features, and Bug Fixes)
- Technical Support (Phone and Email)
- Additional Product Components to Extend Functionality
- Beta Participation to Shape Future Product Direction
- Brown Bag Lunch Sessions with Product Managers and Development Leads

“Built By Network Engineers, For Network Engineers”

Our product managers and development teams are constantly incorporating feedback from our vibrant community of network engineers into new releases. In the last year, we have released new versions of almost all SolarWinds products that included significant feature enhancements – many requested by the community.

A multitude of minor product releases also enhanced functionality across our products. Many product improvements result from support calls that help us understand the needs of our customers and enable us to quickly respond by providing service releases that resolve issues. These important product updates are only available to customers on active maintenance.

Technical Support You Can Depend On

Unlike many software companies, SolarWinds tech support provides a valuable service to your organization. Our experienced support team is dedicated to helping you keep your network running at peak performance. We are happy to assist with any product issues that you encounter and we think you’ll be pleased with the speed of their response.

Additional Components

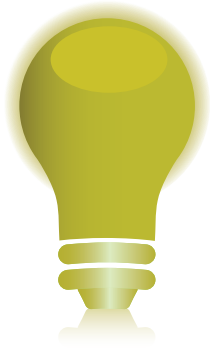
SolarWinds often provides additional software components that allow customers to extend the functionality of their licensed products. These components are only available to customers on active maintenance and can be downloaded directly from the SolarWinds [customer portal](#). A few examples of these components include:

- **Orion Poller Migration Utility** - Migrate an Orion Poller into a complete Orion NPM installation
- **EOC Map Conversion Utility** - Convert Orion NPM maps for use with Orion EOC
- **Orion Management Pack for Microsoft® System Center** - Display data from Orion NPM and Orion NTA in Microsoft System Center Operations Manager

Renew Your Maintenance Today!

There are three easy ways to renew your maintenance:

1. Log into your [customer portal on the SolarWinds website](#) and select “Renew your Maintenance.”
2. Contact the SolarWinds Maintenance Team at maintenance@solarwinds.com.
3. If you previously ordered through a reseller, please contact them directly to renew.



In 2008 SolarWinds released at least one major and many minor updates for almost every product – and in March 2009, Engineer’s Toolset had its biggest update yet!

More Value, Lower Total Cost of Ownership

In a recent report on managing total cost of ownership for enterprise software, Gartner analyst Jane B. Disbrow cautions, “rights to the follow-on versions should be at no additional cost.”¹ So when you’re evaluating the value of any software maintenance agreement, be sure to ask whether major releases are included. SolarWinds includes all major releases with its maintenance.

Maintenance at SolarWinds is remarkably affordable. Since SolarWinds products have “dramatically lower price points”, as Dennis Drogseth recently noted in NetworkWorld, the dollar cost of maintenance from SolarWinds is much lower than most competitors.² With some vendors, the cost of maintenance is calculated based on the number of users and can cost more than the original license. SolarWinds keeps maintenance simple, fair, and affordable.

Allowing your maintenance to expire can be a costly mistake. Your IT environment is constantly changing – new devices, new challenges – and our frequent updates help you stay on top of it. Renewing maintenance is far less expensive than purchasing a new license after your maintenance has expired.

Competition

At SolarWinds, we pride ourselves on doing things different. Our products and our maintenance are highly competitive in the network management marketplace.

How SolarWinds Differs from Point Products (AdventNet, WhatsUp Gold®)

- **Software Releases Loaded with New Features** – SolarWinds developers rapidly introduce high quality software releases with new features in the same time span that some competitors merely provide bug fixes.
- **Community-Driven Roadmap** – Our thriving community includes thousands of network engineers directly contributing to the features included in product releases. This means we discover, design, and develop solutions to problems before you even have to deal with them.

How SolarWinds Differs from Traditional Enterprise Solutions (BMC, CA, HP, IBM)

- **High-end Features without the High Price** – SolarWinds gives network engineers enterprise-class features at affordable prices. See how much you could save in annual maintenance alone!
- **Content Exchange** – SolarWinds products leverage user-generated content from thousands of network engineers. If they can monitor it, you can monitor it!
- **Active Community** – Sure, lots of companies have online communities, but SolarWinds community connects you to thousands of your network engineering colleagues so you’ll never have to solve a network issue alone again.

Future Proof Your Network

Moore’s Law is driving technology change at a rapid pace, and with new technologies deployed on your network almost daily, SolarWinds products help you leverage these new technologies. Keeping your products under active maintenance allows you to access new software releases which include support for the latest network technologies, such as.

- **Cisco® EnergyWise**
- **VMware® ESX Server**
- **Cisco Nexus 1000v**

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FOOTNOTES:

1 Gartner, Inc. “Reduce Your Software Total Cost of Ownership by Including These Missing Terms and Conditions” by Jane B. Disbrow, dated October 2008.

2 NetworkWorld, “SolarWinds is Doing Something Right” by Dennis Drogseth, dated August 2008



*“Newer versions require **no additional training, no additional software to install, no additional licensing, and no additional effort.** Upgrades are seamless and reliable.”*

— jp, comment posted on solarwinds.com

Maintenance Delivers Benefits

Active maintenance delivers valuable benefits, including access to additional components, beta participation, technical support, and most importantly, product releases that include new features and enhancements requested by our community. Below, you will find a list of recent features updates for each of our products that were completed in the last year.

PRODUCT UPDATES		
Orion Network Performance Monitor	Orion Network Configuration Manager	Orion NetFlow Traffic Analyzer
3 RELEASES SINCE JANUARY 2009*	6 RELEASES SINCE JANUARY 2009*	4 RELEASES SINCE JANUARY 2009*
<ul style="list-style-type: none"> ConnectNow topology Mapping Virtual Datacenter Monitoring Automated Network Discovery Redesigned Menu Navigation Updated Syslog and Trap Improvements Integrated Wireless Poller Unpluggable Port Mode EnergyWise Support Windows® 2008 Support SQL 2008 Support Trends in charts Rollover tooltips External Nodes 	<ul style="list-style-type: none"> User Tracking Config Change Templates Seamless Orion NPM Integration Cisco EnergyWise Config Management Intuitive Point-and-Click Interface Global Configuration Search 	<ul style="list-style-type: none"> Top Talker Optimization Advanced Application Monitoring IP Address Groups Multi-vendor Flow Support CBQoS Support Ingress & Egress Support Port Application Grouping Progressive Charting
Orion Application Performance Monitor	Storage Profiler Virtual & Server Profiler Backup Profiler	Orion IP Address Manager
4 RELEASES SINCE JANUARY 2009*	1 RELEASES SINCE JANUARY 2010*	3 RELEASES SINCE IT WAS INTRODUCED IN APRIL 2009*
<ul style="list-style-type: none"> MS Exchange 2010 Template Application Discovery Engine Community Application Templates Server Statistic Browser User-experience Monitors for MS Exchange, SharePoint, and Blackberry Open Source Script Processor Universal WMI Performance Monitors Performance Warning System 	<ul style="list-style-type: none"> HP Polyserve clustered file system for NAS support Windows 64 bit support Improved IBM SVC performance Simplified UI 	<ul style="list-style-type: none"> Fault & Performance Integration Scheduled Scanning Subnet allocation wizard IP Multi-edit Bulk Subnet Import Top 10 Subnets Used Scan Segmentation Subnet Snapshot DHCP Integration
Orion IP SLA Manager	Engineer's Toolset	ipMonitor
4 RELEASE SINCE JUNE 2009*	6 RELEASES SINCE JANUARY 2009*	1 RELEASE SINCE JANUARY 2009*
<ul style="list-style-type: none"> New IP SLA Operations Alerting on IP SLA Operations Automatic IP SLA Configuration Cisco CallManager® Support Call Path Configuration VoIP Statistic Gauges Scalability Improvements 	<ul style="list-style-type: none"> Workspace Studio thwack Integration SNMP v3 Classic Tool Support SolarWinds' Labs Experimental Gadgets 	<ul style="list-style-type: none"> Express Discovery SNMP v2 Traps May Use WMI Credentials Across Domains Exchange 2007 Monitor Windows® Monitor Alert on Device Property Values SQL Server Monitor Supports Named Instances Windows® 2008 support

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