Why SolarWinds Server & Application Monitor is a Smart Investment for Your Team

solarwinds

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SolarWinds® Server & Application Monitor (SAM) lets you monitor the health, availability, and performance of your applications and server infrastructure (physical and virtual). SAM alerts you about performance issues, which helps you to act before your end-users and business services are impacted. SAM supports more than 1200+ application and systems templates or easily extends monitoring to any custom or home-grown application.

HOW SOLARWINDS SAM HELPS IT TEAMS

Speeds troubleshooting and time-to-resolution

SolarWinds SAM gives you the metrics you need to identify application performance issues. No need to sort through heaps of data. SAM's monitoring dashboard gives you critical health metrics right at your fingertips.

» Visualize applications and servers on topology maps and intuitive dashboards for quick analysis

» Understand application dependencies with other IT layers, including servers, virtualized infrastructure, and storage systems

» Help eliminate false positives with intelligent alerts based on statistical thresholds, sustained alert conditions, and baseline data

» Gain access to top 10 views with SAM's dashboard, and easily monitor top 10 components and nodes via high CPU, memory, latency, and other health metrics

Quick access to detailed performance metrics and remediation actions

Easily drill down from high-level health indicators to detailed performance metrics. In a single click, you can explore and diagnose the root cause of an application issue. There are out-of-the-box templates to readily monitor 200+ enterprise applications. Built-in remediation actions help you easily troubleshoot some common issues.

For example:

If you find any website issues (running slow or down), go to the IIS™ server hosting the site. Check the processes, services, CPU, memory, network traffic, connections, cache, page requests, etc. See event logs for any errors. Find out if the application pool associated with the site is having trouble. Easily restart the application pool or the website in a single click to resolve the issue. If there are any issues with the server running IIS, you can remotely reboot the server or terminate the rogue processes that are eating up CPU and choking server performance. You can do all this and more with SAM.

> *" SharePoint web portal wouldn't launch. Checking on SAM led me to identify where the issue was, and that was the IIS server. I restarted IIS, and the SharePoint application was able to run. "*
>
> — Hezekiah Omulo, IT/Systems Administrator, Kemri - Wellcome Trust Research Programme

Proactive alerting vs. Reactive firefighting

It is often difficult to understand the cause of application downtime, or discover how long the application has been down. You can avoid such scenarios using SolarWinds SAM. Set up intelligent alerts based on predefined warnings and critical thresholds for application health metrics to be warned when something is about to happen.

Easily customize out-of-the-box alerts or build new alerts based on custom criteria. Help eliminate false positives by customizing alerts to trigger only for correlated events (only when X and Y events happen simultaneously), group-based alerts (only when all objects of the group go down), and only when an error exists for a sustained period of time.

Smarter hardware investment and better business decision

SolarWinds SAM helps you track key server resource metrics, such as CPU, memory, disk, and network. Visualize utilization trends over time and forecast when you will run out of capacity. This helps you know exactly when you need to procure more hardware for your servers, or when you can optimize your existing infrastructure to support server workload.

Increased efficiency and productivity for IT pros

SAM delivers the automation needed to simplify your administration tasks. You will spend less time managing the monitoring tool and more time resolving issues. SAM lets you:

» Schedule automated discovery of applications and servers

» Automate assigning templates for monitoring

» Automate alerting based on custom conditions

» Automate reporting by various delivery methods, including email

Don't spend time and effort managing your monitoring tool

Do you spend a frustrating amount of time setting up and managing your current monitoring tool, and building and maintaining scripts? Do you use different monitoring tools for different applications?

You don't have to worry about juggling various tools and developing and maintaining custom scripts to monitor applications. With support for more than 1200+ application and systems templates SAM is your single go-to solution. Easily import your existing custom scripts (Nagios® or any other script) into SAM without having to build new scripts from scratch. SAM takes less time to set up and customize, so you have more time to troubleshoot issues.

Something that may take 30 minutes in Nagios takes only 3 minutes in SolarWinds SAM.

— Ed Bowling,
Sr. Systems Administrator,
Zodiac Inflight Innovations

SolarWinds SAM allows for proactive resolution of possible application downtime causing problems.

— Percy Sibanda,
Chief Information Officer,
Zimplats Holdings Limited

ECONOMIC BENEFITS TO YOUR ORGANIZATION

Avoid paying the cost of downtime

Application downtime can cause your business to lose money, especially if your apps directly contribute to revenue.

SAM monitors the availability and performance of applications and server infrastructure, providing you with key health metrics that help you improve service reliability.
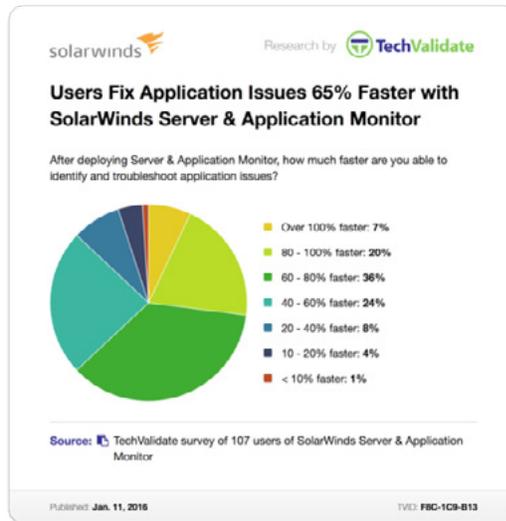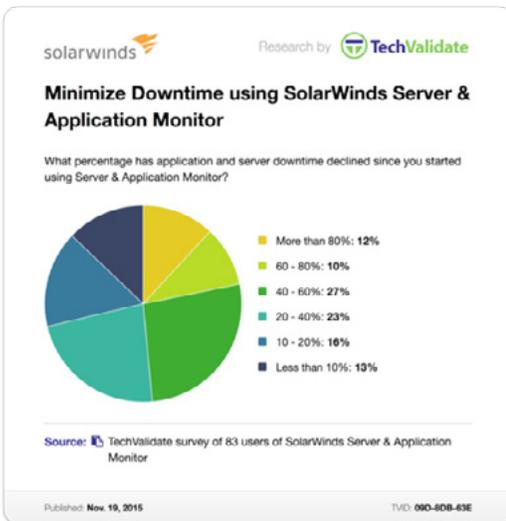
Proven results:

» Sharonview Federal Credit Union reduced downtime by over 80%

» Skanska AB reduced application downtime by 60-80%

» Intrepid USA Health Care found the root cause of application issues 100% faster

» Cari-Med Limited identified application issues 80-100% faster

> *I justify the ROI by preventing unexpected downtime. With SAM, we can see when core applications need attention and can schedule maintenance windows that don't impact the business units.*
>
> — Dan Turner,
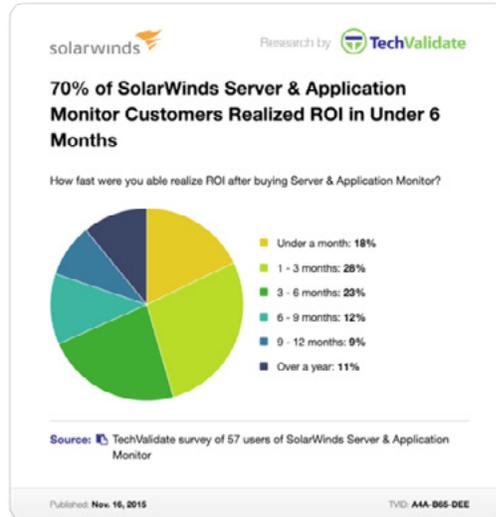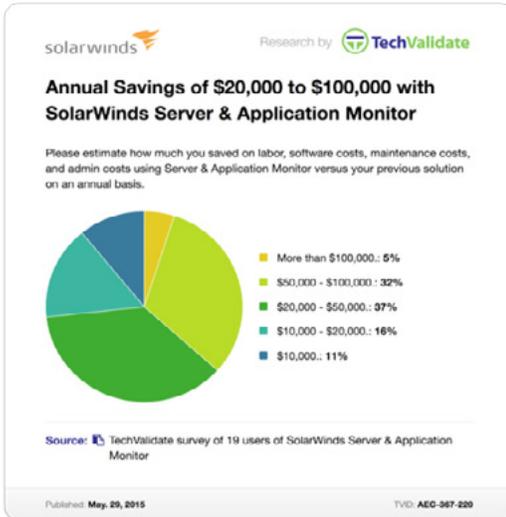> Chief Information Officer,
> Per Mar Security Services

Increased return on investment (ROI)

SAM users experience a return on their investment typically in just a few months. This can be evaluated in different ways:

» Reduced cost and impact of downtime

» Faster time to resolution

» Time savings for IT pros in diagnosing application issues

Proven results:

» Ajman eGovernment realized ROI in less than a month after buying SAM

» The GBS Group realized ROI between one and three months after buying SAM

Check out:

» SAM ROI Infographic »

» SAM ROI Calculator »

» Customer Cost Savings »

Reduced total cost of ownership (TCO)

SolarWinds SAM is an affordable application performance monitoring tool that delivers the functionality you need to detect and remediate issues. SAM is offered as a perpetual license. The initial cost of purchase includes first year maintenance and support, which is typically less than enterprise software suites' annual renewal fees.

There are no professional services required for SAM deployment. IT pros can download and deploy SAM typically in about an hour. There is no need to have dedicated personnel manage SAM. It's so easy to use, anyone from the IT team can learn it themselves, eliminating the need to invest in personnel training and management overhead.

Proven results:

» Cardinal Health realized savings of over $1 million in the first year, and over $500,000 each year after in software maintenance costs over their previous solution

» Duane Morris LLP realized savings of $50,000 – $100,000 on an annual basis on labor and software and maintenance costs

WHY SAM IS THE RIGHT TOOL FOR YOU

SysAdmin/engineer/analyst

SAM gives you complete control over your heterogeneous applications and server (physical and virtual) environment. It gives you critical performance statistics at your fingertips, which helps you resolve IT issues faster. Monitoring templates, alerts, reports, and more are yours, right out of the box. You can also customize SAM to monitor any custom or homegrown application.

"The built-in templates in SAM have been very useful because I don't have to create a component monitor by myself; everything is out of the box. It is the most complete tool I have used. I would say that it will make your job easier, no doubt."

— Enrique Villalta, Systems Administrator, Logistik Unicorp, Inc.

Network admin/engineer

Avoid being blamed for slow-running applications. SAM tells you what application is slow or down, and why. The blame game between network and systems teams ends here. If you already have SolarWinds Network Performance Monitor, adding SAM gives you a unified NOC to monitor both networks and systems infrastructure.

"SolarWinds SAM solves real-world problems by assisting with monitoring and being able to make strategic decisions. This is a great product for monitoring your application and server environment."

— George Mason, Network Engineer, Cari-Med Limited

Virtualization admin

See the health of the applications running on your virtualized environment. Before deciding to provision more resources to a VM, you can see what applications are running and whether you can move some of them to other VMs. If you already have SolarWinds Virtualization Manager, SAM naturally complements it. You can easily distinguish if an application issue is due to the physical or virtual infrastructure. The AppStack™ dashboard further tightens integration.

"On a number of occasions, SAM has helped us troubleshoot performance issues with virtual machines. SAM allowed us to discover that a storage area network or other bottlenecks were causing the issue."

— James Spencer, IT/Systems Administrator, Ideal Integrations

Database administrator

SAM delivers critical performance metrics to monitor the health and availability of databases in the context of applications, and in relation to other system metrics. Leverage built-in templates and metrics to monitor various databases, including SQL Server®, Oracle®, DB2®, MySQL®, PostgreSQL™, MongoDB®, and more. Identify server hardware issues and resource capacity bottlenecks for faster troubleshooting. For deep database wait-time analysis and performance tuning, use SolarWinds Database Performance Analyzer.

"Database latency due to delayed rights and poor SQL statements identified by SAM allowed us to quickly identify and resolve the problem."

— Roger Blakely, IT Director, Hulu, LLC

IT generalist

If your role involves application performance management, you need SAM. This affordable one-stop-shop solution is also easy to deploy, customize, and use.

"Our Citrix farm was not performing correctly, and SolarWinds Server & Application Monitor helped us identify not only the server that was causing the issue, but also the application responsible for the lack of performance on the entire farm. SolarWinds is very intuitive and provides a high level of granularity."

— Cristhian Ocampo, Help Desk Manager, Standard Bank London Holdings

Help desk admin

You don't have to wait for the end-user to create a ticket when they are experiencing an application issue. When integrated with your help desk, SAM will automatically create a trouble ticket upon node failure. With SAM, help desk and SysAdmin teams can improve collaboration and deliver faster ticket resolution. Ask your SolarWinds sales engineer about help desk integration with SAM.

"After deploying SAM, we are able to react to and resolve 'down' applications before the customer has time to call the Service Desk or open a trouble ticket."

— Don Ward, IT Manager, TopBuild Corp

IT manager

SolarWinds SAM gives you the right level of management reports you need to keep track of the health of your IT environment. You can easily set up custom views to see critical metrics on the dashboard, or schedule key report delivery, right to your inbox.

Open source monitoring tools are typically not free. They can be difficult to set up, customize, and manage. Maintaining custom scripts can be especially troublesome and time consuming. SAM simplifies and automates your monitoring system, which lowers costs and allows team members to focus on more important tasks.

"SAM makes it simple to assess the health of the applications and servers."

— Pete Garyga, IT Manager, Derbyshire Fire & Rescue Service

SOLARWINDS SAM - AWARDS & RECOGNITION

Contact sales@solarwinds.com to learn more about SolarWinds Server & Application Monitor and set up a personalized demo with our product engineers.

Try the free online demo, or download the fully functional **30-day free trial**.

Visit solarwinds.com/sam.

Additional Resources:

» Supported Applications

» SAM Datasheet

» SAM Case Studies

» SAM Customer Reviews

» SAM Licensing Guide

» SAM Licensing Model

» SAM Onboarding Guide

» SAM Training Videos