Public Sector Network Performance and Troubleshooting Solutions

Public sector clients can have unique challenges operating and resolving issues with their networks. Troubleshooting network issues without the proper tools and training can be difficult, time-consuming, and frustrating for all. Solving this problem requires that clients scope and deploy performance monitoring solutions, so their staff has the tools to manage and fix their infrastructure. However, often times clients lack the required time and experience to design and deploy monitoring solutions.

Recognizing this challenge, SolarWinds partnered with Skyline Technology Solutions to develop bundles of products and services at different license and service levels to help public sector clients improve network performance and troubleshooting. The product bundle provides comprehensive network bandwidth analysis, performance monitoring, and configuration management. The license levels were selected to meet a range of public sector needs. The service bundles include the professional services needed to deploy the performance monitoring solution and familiarize IT staff with its operation.

This approach has worked effectively for numerous Texas Department of Transportation locations and other public sector clients in the region. The solution has shortened deployment times, improved resolution rates, and enabled IT staff to proactively manage their infrastructure.

NETWORK PERFORMANCE AND TROUBLESHOOTING BUNDLE

The combination of SolarWinds® Network Performance Monitor (NPM), NetFlow Traffic Analyzer (NTA), and Network Configuration Manager (NCM) is the simplest, most comprehensive suite of tools for predicting, alerting, isolating and resolving network issues. The bundle includes:

Network Performance Monitor
Multi-vendor monitoring scales and expands with the needs of your network

- Comprehensive network fault monitoring and performance management

- Availability, real-time, and historical statistics from SNMP-, API-, or WMI-enabled devices

- Advanced network troubleshooting for on-premises, hybrid, and cloud services

NetFlow Traffic Analyzer
View network traffic to understand utilization ensuring your network traffic

- Easy-to-view dashboard gives visibility into spikes, dips, or absence of flow data
- Bandwidth use by user, application, protocol, and IP address group
- Analyze traffic patterns over months, days, or minutes by drilling down into any network element

Network Configuration Manager

Automate network configuration management, which can help save time and optimize IT resources

- Enables automated bulk deployment of standardized device configs

- Set up automatic backups of device configurations, and roll back to the last-known good configurations

- Easily establish multi-device baselines to identify and resolve configuration drift

- Cisco® device vulnerability scanning and identification

For more information , please see product pages at www.solarwinds.com.

PRODUCT AND SERVICES DETAILS

Product and service bundles have been designed to meet a wide range of government monitoring needs. Product licensing is tiered based on network elements. We also included pre-deployment and post-deployment start-up service packages.

SOLARWINDS PRODUCT TIERS

Network Performance and Troubleshooting Bundle:

- up to 100 nodes

- up to 250 nodes

- up to 500 nodes

- up to 2000 nodes

- unlimited nodes

SKYLINE TECHNOLOGY SOLUTIONS SERVICES

Pre-Deployment Consulting

Skyline Technology Solutions and SolarWinds work with clients to ensure their deployments are optimal and they are deriving the desired value from solution. Skyline Technology Solutions engages with clients to provide pre-deployment consulting, resulting in recommendations for how best to deploy the SolarWinds monitoring solutions.

- **Small** – support for up to 2,000 elements and 8 hours of consulting

- **Medium** – support for up to 10,000 elements and 16 hours of consulting

- **Large** – support for over 10,000 elements and 32 hours of consulting

SKYLINE
TECHNOLOGYSOLUTIONS

SCOPE ITEM	DESCRIPTION
Success Metrics	Determine customer success metrics for SolarWinds implementation
Asset Inventory Review	Review customer asset inventory Pre-Work – populate as much of the asset inventory spreadsheet as possible
Device Prioritization Review	Help prioritize monitoring requirements for infrastructure devices Pre-Work – as part of the asset inventory spreadsheet work, denote assets as critical (SEV 1), Medium (SEV2), Non-Critical (SEV 3) Establish draft device categorization and grouping
Logical and Physical Network Review	Review logical and physical network to understand topology and relationships Pre-Work – provide existing network documentation for discussion and review
Discovery Methodology	Review any current discovery tools
Configuration Requirements	Help determine SolarWinds implementation configuration requirements
Standard Alert Set	Review of standard alert set Assess and suggest required customizations
Required User Roles	Help determine user roles and configure role-based access
Required infrastructure	Help determine SolarWinds infrastructure requirements
Dashboard Development	Establish dashboard requirements and configure custom NOC view
UAT Methodology	Determine user acceptance testing methodology
User Training	Conduct hands-on user training

Deliverable:

Five business days after consulting engagement is completed, Skyline Technology Solutions provides a written report with recommendations on how to optimize the client's SolarWinds deployment.

POST-DEPLOYMENT CONSULTING

Skyline Technology Solutions and SolarWinds work with clients to ensure that their SolarWinds solution is providing optimal monitoring support. Skyline Technology Solutions will provide post-deployment consulting to assess the deployed SolarWinds products and make recommendations to ensure that clients are utilizing all the features available to effectively monitor their infrastructure, thus maximizing their return on investment.

- **Small** – support for up to 2,000 elements and 8 hours of consulting

- **Medium** – support for up to 10,000 elements and 16 hours of consulting

- **Large** – support for over 10,000 elements and 32 hours of consulting

The scope and deliverable are the same as pre-deployment consulting.

CONTACT US FOR MORE INFORMATION

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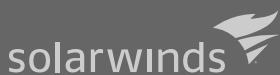www.solarwinds.com

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ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-premises, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals—IT operations professionals, DevOps professionals, and managed service providers (MSPs)—to understand the challenges they face maintaining high-performing and highly available IT infrastructures. The insights we gain from engaging with them, in places like our THWACK online community, allow us to build products that solve well-understood IT management challenges in ways that technology professionals want them solved. This focus on the user and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as a worldwide leader in network management software and MSP solutions. Learn more today at www.solarwinds.com.

ABOUT SKYLINE

Skyline Technology Solutions has built a strong reputation of delivering business-aware IT solutions and outstanding customer service for commercial, federal, state, and local clients since 2004. Being an innovative leader in the IT industry requires much more than creating cutting edge technology. It involves understanding people and achieving effective communication, so pain points are revealed and resolved. This is the greatest challenge to success that we fearlessly face daily through every interaction. Providing solutions that are built upon well-designed and executed technology is also in our DNA. Skyline Technology Solutions was originally founded by providing unmatched network engineering solutions. As we evolved, we sought out partners, developed products and made acquisitions that continue to refine and elevate expectations. To us and those we serve, success means redefining what's possible and realizing opportunities to co-create value along the way.