

Product Overview

2020 Q1 – APAC Channel

SolarWinds at a Glance





Founded in 1999

More than 3,100 employees globally

Austin, TX headquarters 30+ offices globally



#1 in Network Management¹ Leader in IT Operations Management

55+
IT management products

Growing Security
Portfolio

Leader
in Remote Monitoring
and Management



150,000+ registered members of THWACK®, our global IT community

300,000+ customers in 190 countries³

500 of Fortune 500°

22,000+ MSPs serving 450,000+ organizations

Every branch of the DoD, and nearly every civilian and intelligence agency

- L. IDC defined Network Management Software functional market, IDC's Worldwide Semiannual Software Tracker, April 2018.
- 2. Source: Gartner, Market Share Analysis: ITOM: Performance Analysis Software, Worldwide, 2017. July 9, 2018. (AlOps/ITIM/Other Monitoring Tools Software Market Taxonomy referenced in the Gartner report. All statements in this report attributable to Gartner represent SolarWinds interpretation of data, research opinion or viewpoints published as part of a syndicated subscription service by Gartner, Inc., and have not been reviewed by Gartner. Each Gartner publication speaks as of its original publication date (and not as of the date of this [presentation]). The opinions expressed in Gartner publications are not representations of fact and are subject to change without notice.
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Monitoring Software That Technology Professionals Trust 💝

































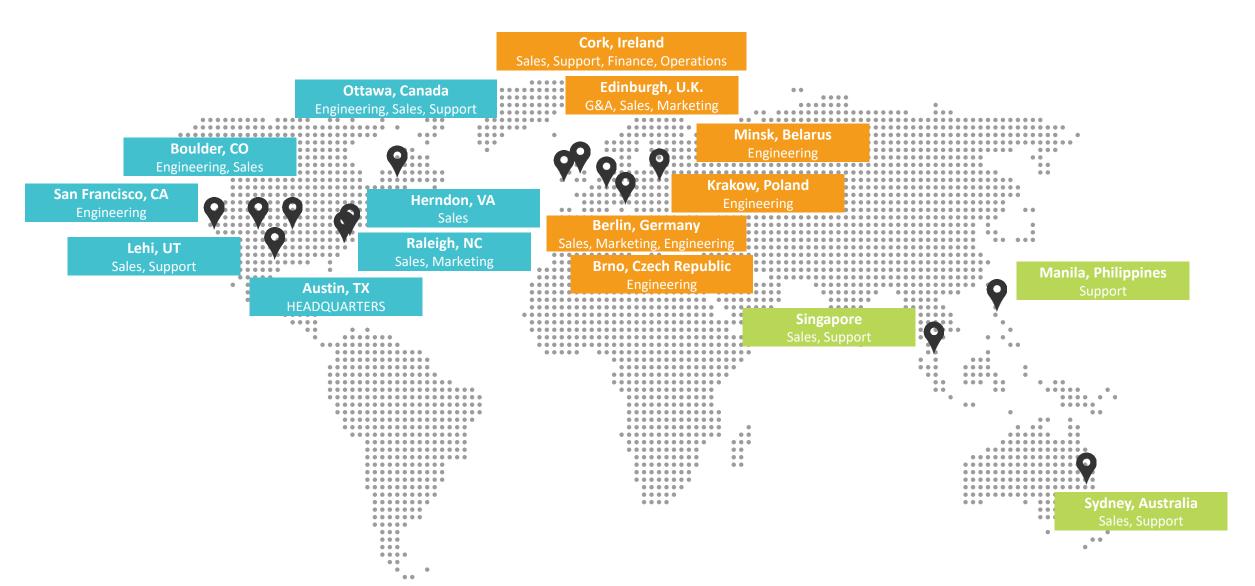






SolarWinds: Global Coverage





SolarWinds IT Management Solutions





Network Management

NPM Performance

NTA Flow analysis

NCM Configuration

> VNQM VoIP

IPAM
IP address

UDT Device tracking



System Management

SAM
Servers and apps

WPM Web performance

> VMAN Virtualization

> > SRM Storage



Security Management

LEM Logs and events

ARM Access rights management

SCM Configuration

PM Patch management



Database

DPA
Database
performance

Oracle®
SAP ASE
DB2
MSSQL
MySQL
AWS®, Azure®



Tools

Remote administration

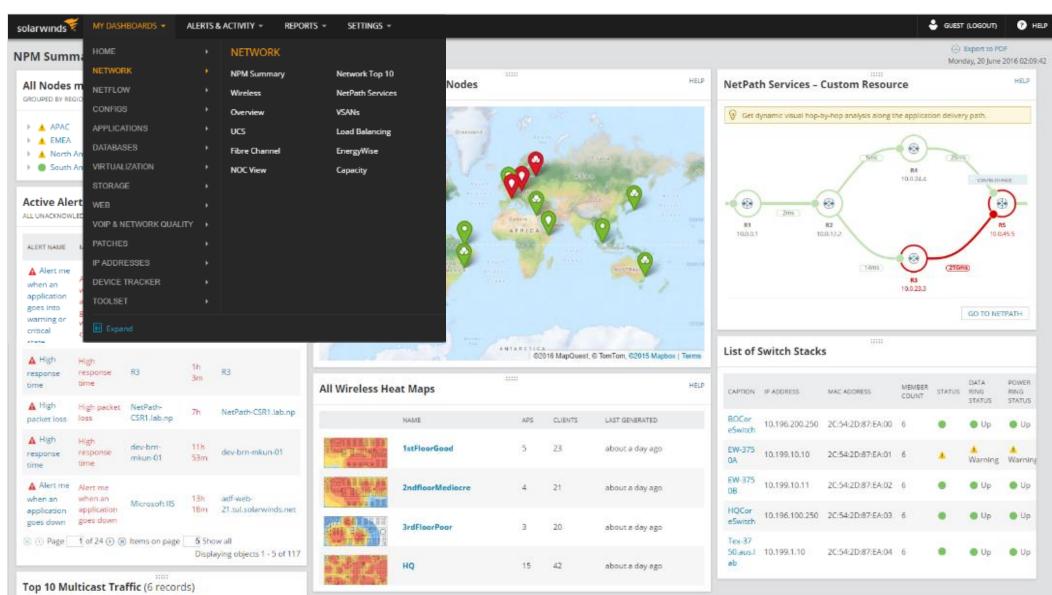
WHD Web Help Desk[®]

Safe file transfer

Topology mapping

Single Pane of Glass



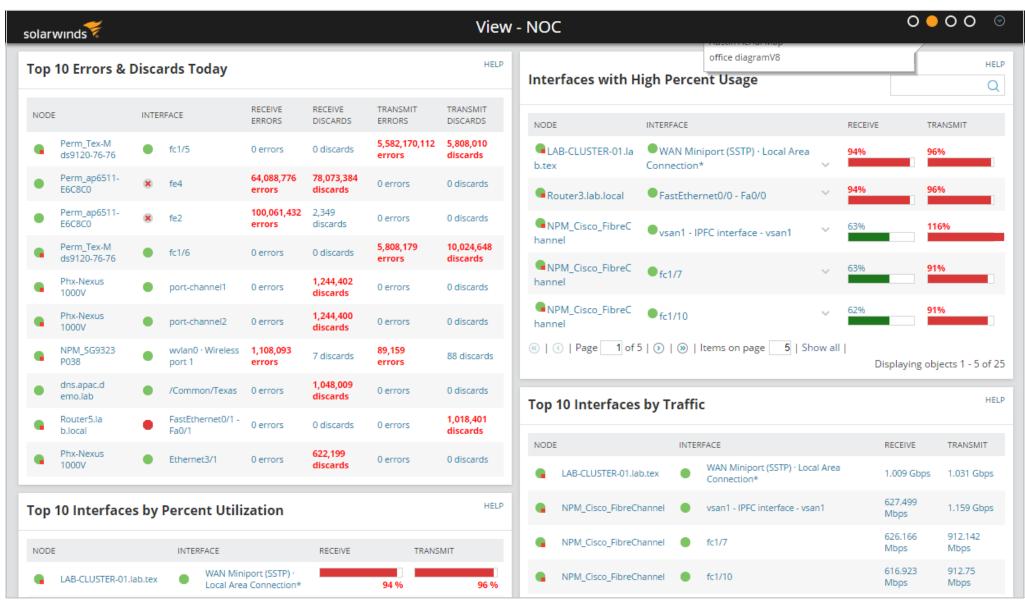


rion Blatform

NOC View

Single Pane of Glass

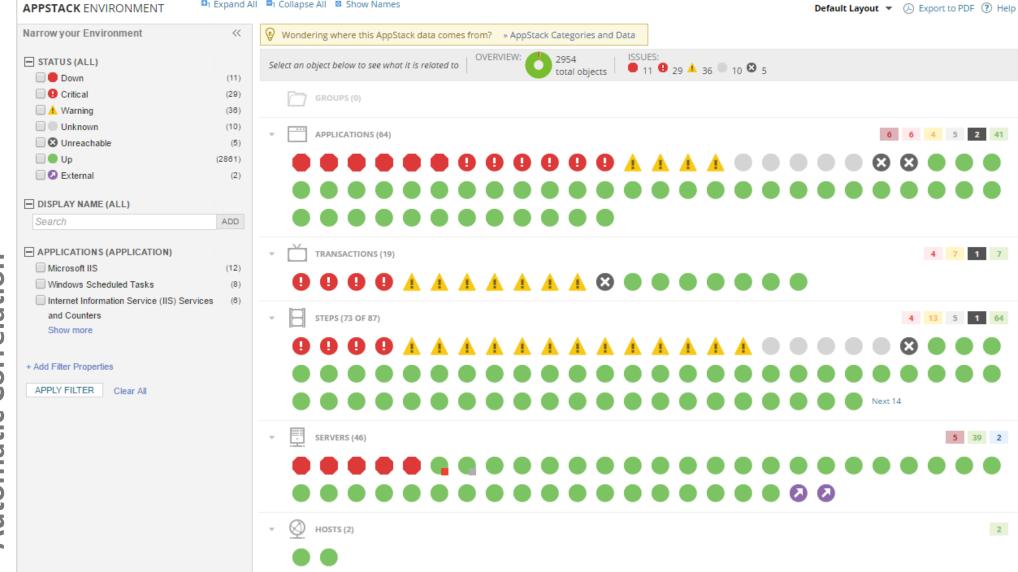




Single Pane of Glass

Expand All ☐ Collapse All ☐ Show Names

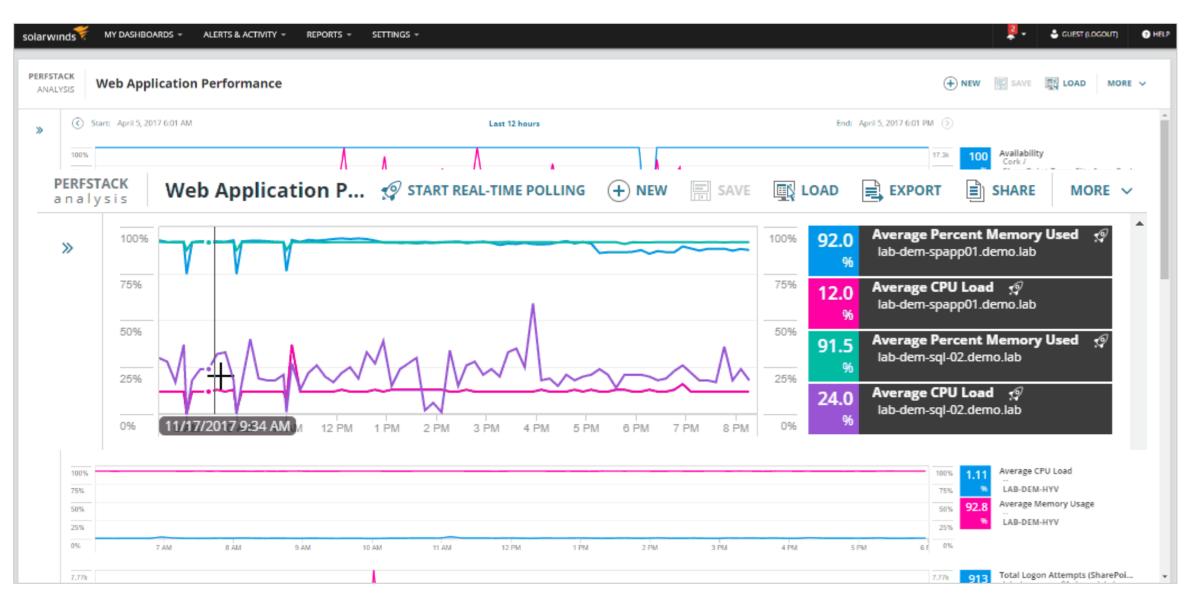




Correlatio **Automatic**

Single Pane of Glass

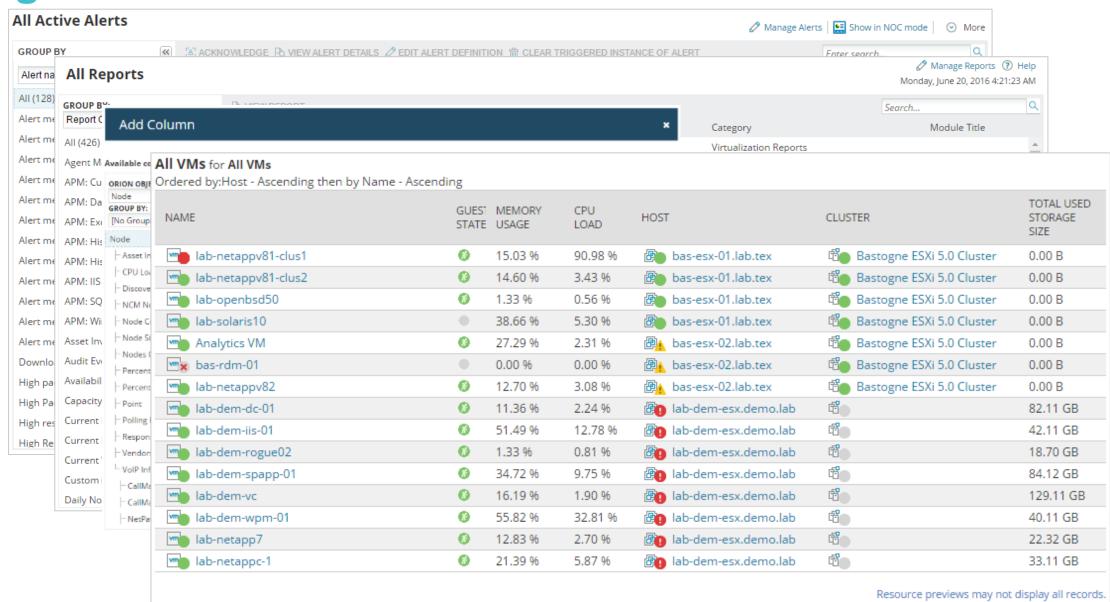




Orion Platform

Single Pane of Glass



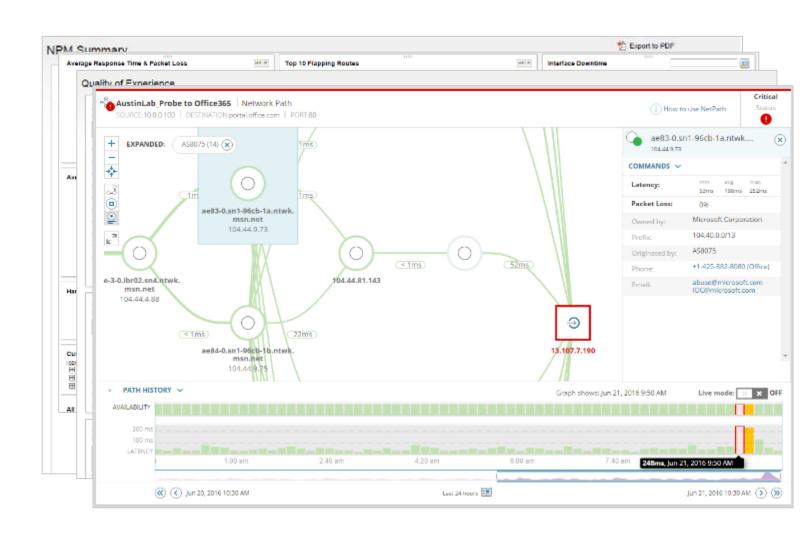


Network Performance Monitor (NPM)



Application-aware network fault and performance monitoring software

- Fault and performance monitoring
- Intelligent network reporting and alerting
- Network discovery and mapping
- NetPath[™] can monitor hybrid IT with hop-by-hop analysis capability
- Quality of Experience (QoE) of end users using DPI
- Dynamic groups and dependencies
- Route and multicast monitoring
- Scalable, extensible, and easy to deploy

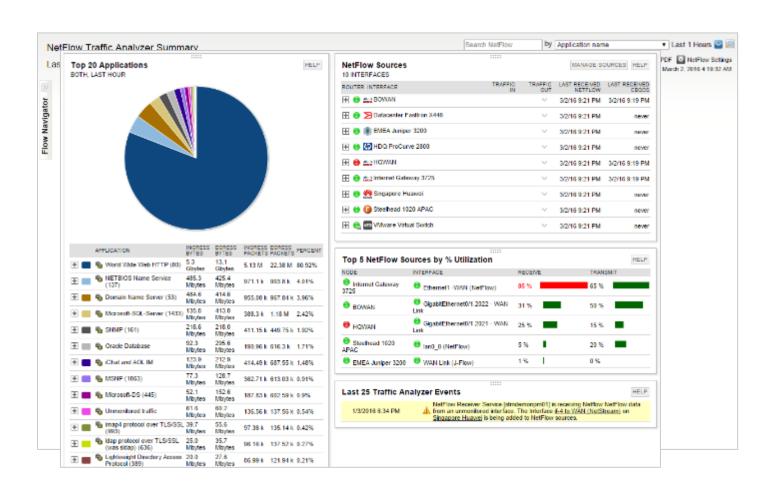


NetFlow Traffic Analyzer (NTA)



In-depth visibility into network traffic and bandwidth usage

- Analyze network traffic from flow data
- Identify endpoints, applications, and protocols consuming bandwidth
- Historical trends for WAN/LAN bandwidth usage
- Investigate, troubleshoot, and quickly remediate network slowness and bandwidth contention
- Multi-vendor flow protocol support: NetFlow, J-Flow™, sFlow®, NetStream™, and IPFIX
- Efficient storage of flow data

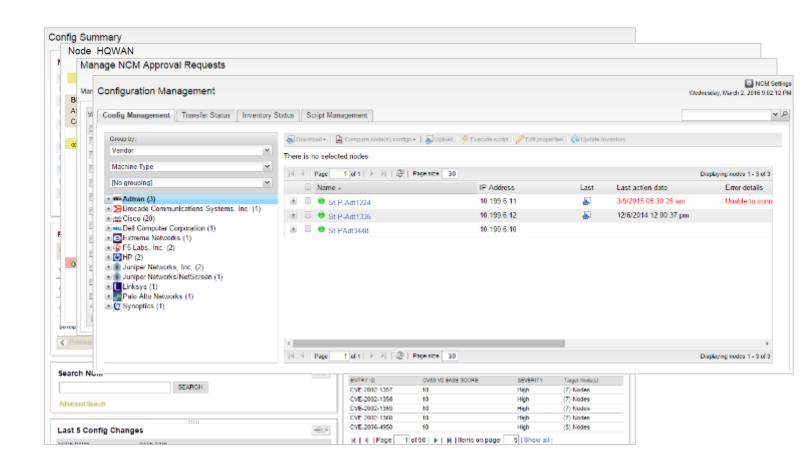


Network Configuration Manager (NCM)



Affordable, easy-to-use, multi-vendor network configuration and change management

- Modify and back up CLI device configurations
- Compare configurations
- Real time change detection, notification, and rollback
- Create configuration policies and compliance reports
- Change approval, scheduling, and workflow
- Inventory reporting, including End of Support information

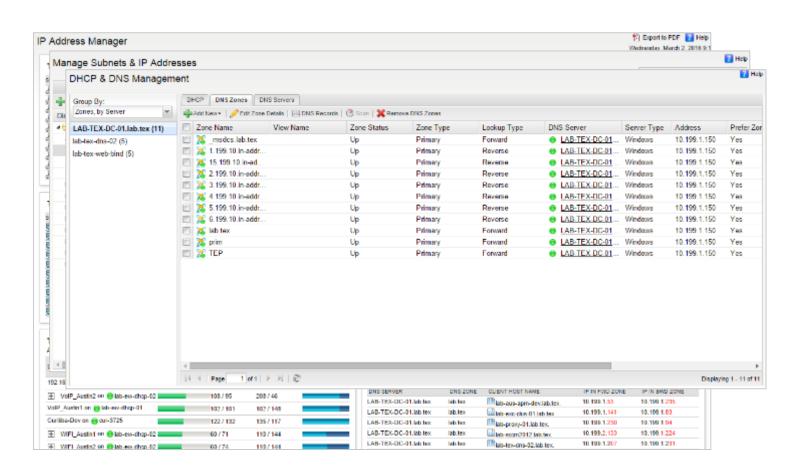


IP Address Manager (IPAM)



Comprehensive DDI (DHCP, DNS, and IP) management software

- Multi-vendor DHCP and DNS management
- Automated IP address scanning
- Historical IP tracking
- Role-based access control
- Alerts on IP space usage and resolve IP conflicts
- Subnet Allocation Wizard
- Supports Cisco[®], ISC, and Microsoft[®]
 DHCP servers, Microsoft, and ISC BIND
 DNS

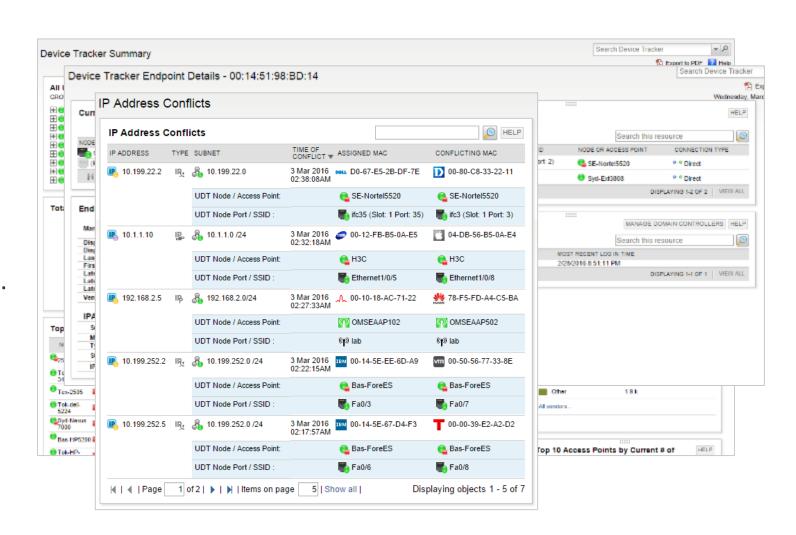


User Device Tracker (UDT)



Visibility into endpoints and users connected to your switch and access points

- Track endpoints connected to switch ports and access points
- Track users logged in to endpoints
- Detect rogue devices based on white lists
- Historical search based on username,
 IP address, hostname, or MAC address.
- Shut down a port from the web console
- Track used and free ports on switches

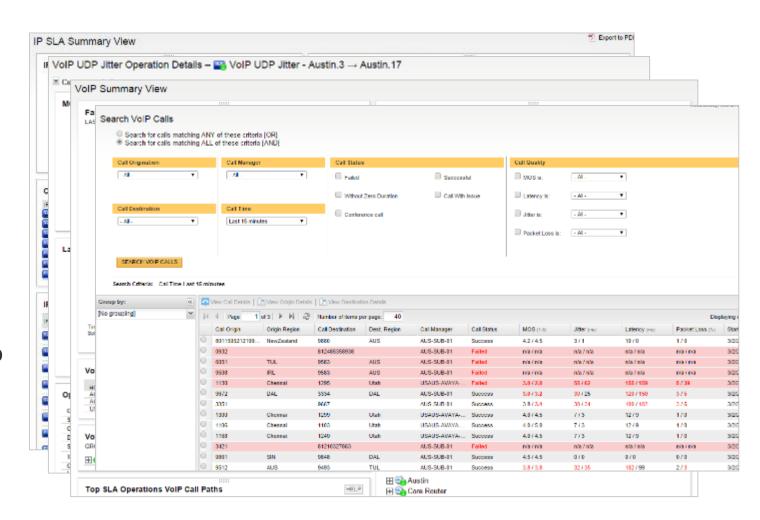


VoIP & Network Quality Monitor (VNQM)



Continuously monitor WAN quality, VoIP call records, and gateway performance

- Monitor WAN performance between IPSLA devices
- Monitor VoIP call quality and key statistics
- Visualize site-to-site network performance
- Quickly review WAN performance for impact on applications
- Discover and automatically set up Cisco IPSLA devices
- Analyze CDRs/CMRs from Cisco and Avaya call managers

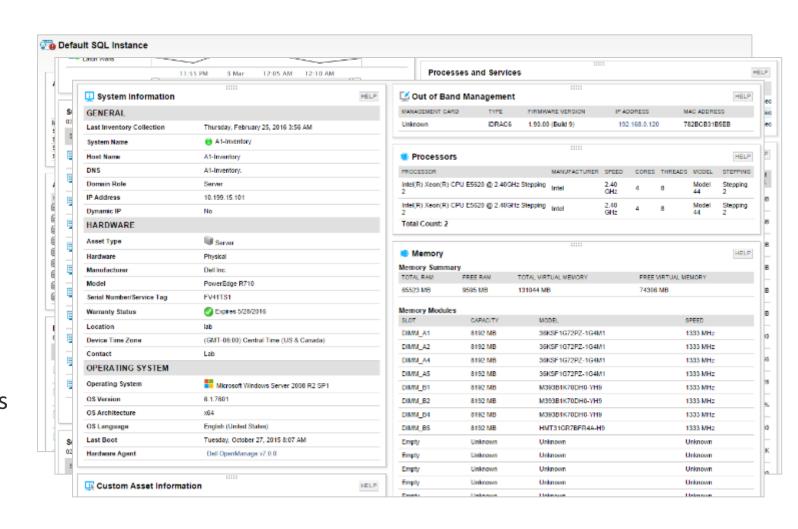


Server & Application Monitor (SAM)



Availability and performance monitoring for applications and underlying server hardware

- Insight into the health of applications and servers
- Dynamic groups and dependencies
- AppInsight™ for MS SQL, Exchange®,
 IIS™
- Automatic thresholds based on baseline
- Out-of-the-box server hardware monitoring and inventory
- Remediation and troubleshooting tools like Real-Time Process Explorer and Real-Time Event Log Viewer
- Optional agent for data collection for DMZ or WAN

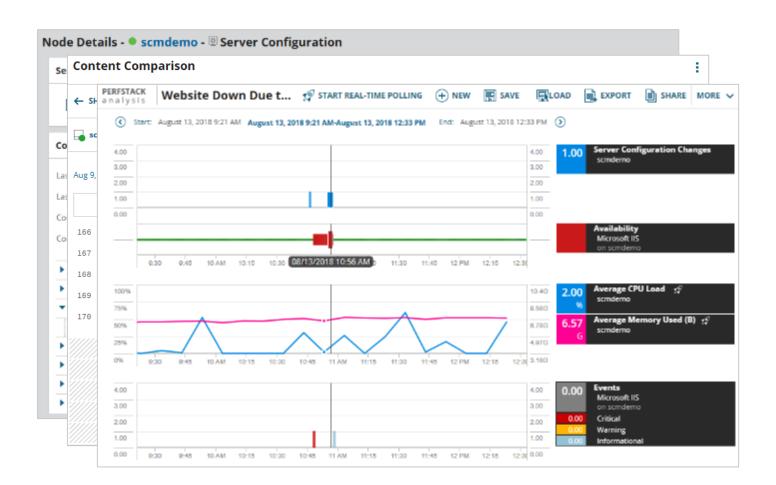


Server Configuration Monitor (SCM)



Server configuration and change monitoring tool that's built to be easy to use

- Assess server and application configurations against predefined and custom baselines
- Detect and track changes when they occur
- Correlate performance incidents against configuration changes
- Verify changes on application and systems

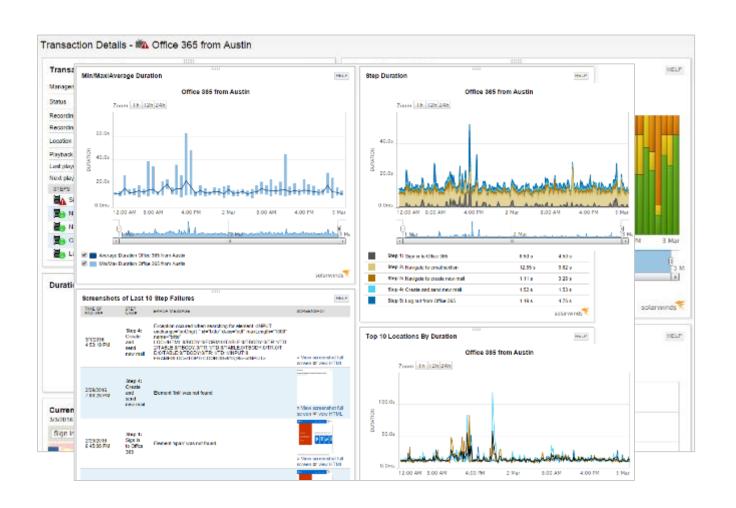


Web Performance Monitor (WPM)



End-user experience monitoring for internal, external, or cloud-based web applications

- Synthetic and continuous monitoring of user experience of internal, external, or cloud-based web applications
- Test as often as every minute from multiple locations
- Wizard-driven player deployment on Amazon EC2®
- Response time alerts on overall transaction and/or individual steps
- Supports Java®, AJAX, Flash®, and Silverlight®

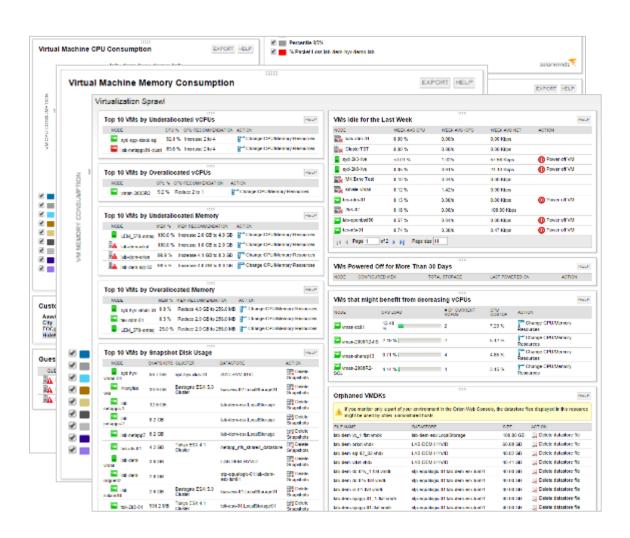


Virtualization Manager (VMAN)



Virtualization performance, capacity planning, rightsizing, and chargeback

- Supports VMware® vSphere® and Microsoft Hyper-V
- Deep hypervisor monitoring to identify performance bottlenecks
- Comprehensive capacity planning for compute resources
- Determine optimal VM placement, and identify capacity needs
- Rightsizing idle/stale, orphaned, and over-allocated VMs
- Integrates with SAM/DPA/SRM/WPM for AppStack™ visibility

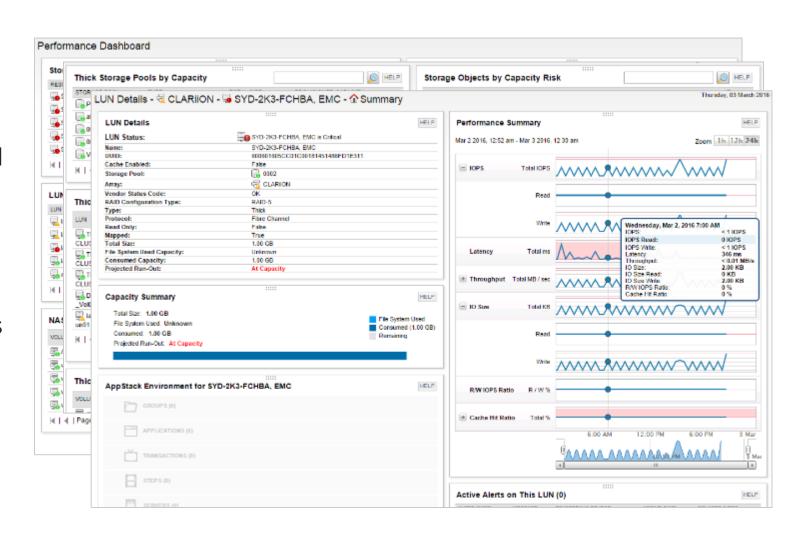


Storage Resource Monitor (SRM)



Multi-vendor storage performance and capacity monitoring

- Unified storage monitoring for multivendor: EMC®, NetApp®, HDS®, IBM®, HP®, Dell®, and more
- Identify performance issue on LUN and pool level
- Automated storage capacity planning
- Disk status and performance alerting
- Prebuilt alerts and automatic baselines
 Get notified about issues with your devices, LUNs, storage pools/RAID groups, and CIFS shares
- Integrates with SAM/VMAN/DPA/WPM for full AppStack visibility

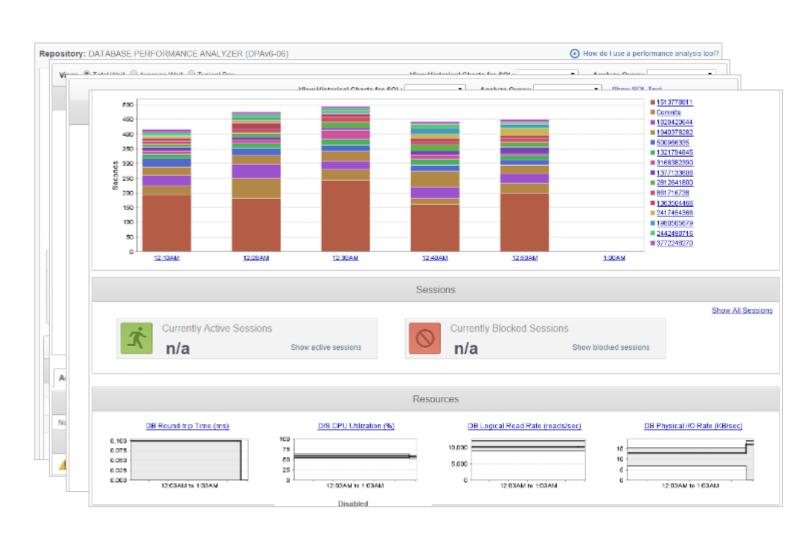


Database Performance Analyzer (DPA)



Diagnose and resolve DB performance problems impacting end-user response time

- Identify performance issues using query response time analysis
- Isolates root cause typically in just a few clicks with database, index, and query tuning advisors
- Illustrates historical trends explaining performance over time
- Available for SQL Server[®], Oracle[®], Sybase[®], DB2[®], and MySQL
- Agentless with low performance overhead
- Integrates with SAM/SRM/VMAN/WPM for full AppStack visibility

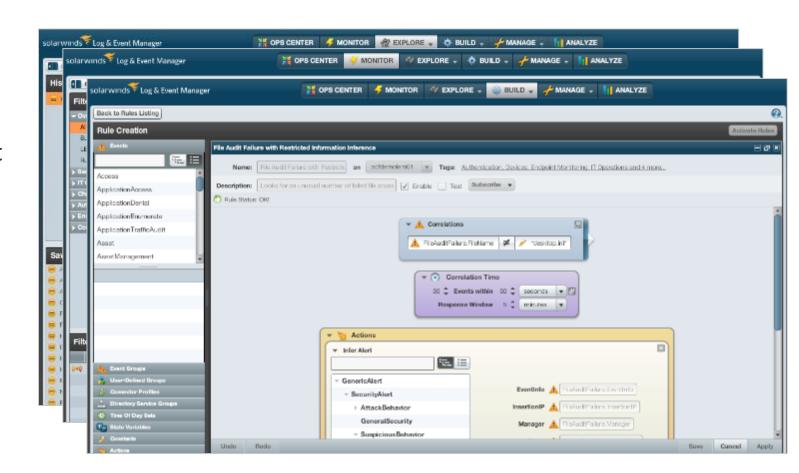


Log & Event Manager (LEM)



SIEM solution for log management, event correlation, and automated network defense

- Real-time log monitoring at network speed
- Help ensure compliance with regulations like PCI, and ISO with audit proven reports
- In-memory event correlation
- Mitigate threats with active responses
 - USB-Defender[®]
 - File integrity monitoring
- Drag-and-drop rule creation
- High compression database
- Secure virtual appliance

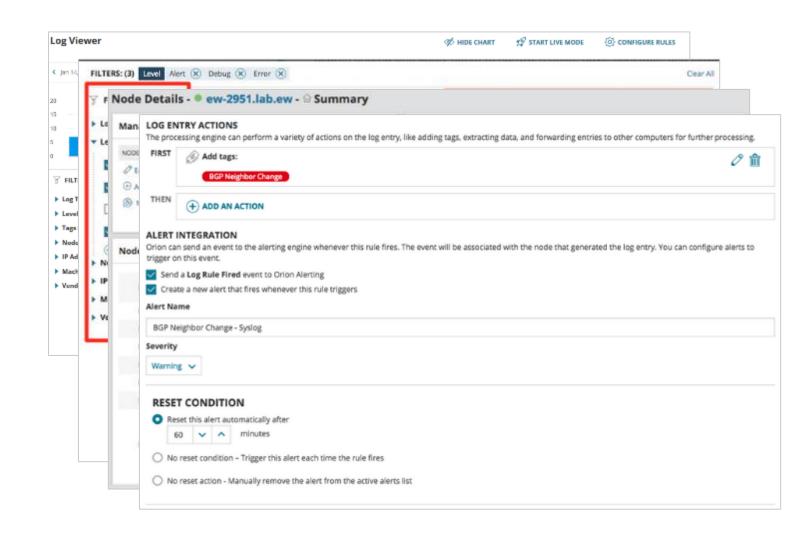


Log Manager (LM)



Easily investigate log data to help identify the root cause of IT issues faster

- Collect syslog and SNMP trap data to gain deeper insight with troubleshooting
- Refine log data with intuitive out-ofthe-box filters
- Search log entries instantly
- Visualize log information via an interface chart
- Integrates with Orion alerts
- Correlate log data with network and system metrics

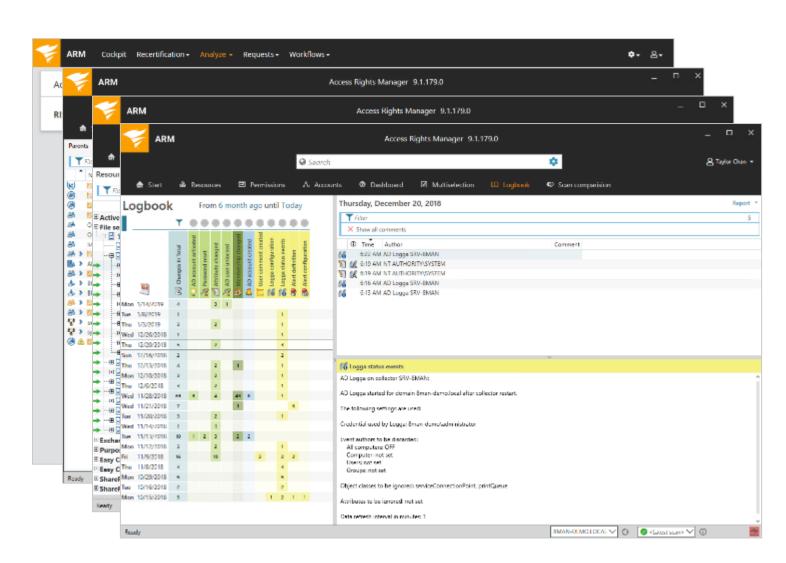


Access Right Manager (ARM)



Manage and audit access rights across your IT infrastructure

- Monitor and audit changes to Active Directory and Group Policy
- Alert on unauthorized access or changes to Windows file servers
- Analyze and administer Exchange access rights
- Manage user access to services and files
- See group memberships from Active Directory and access rights to file servers
- Help with regulatory requirements compliance

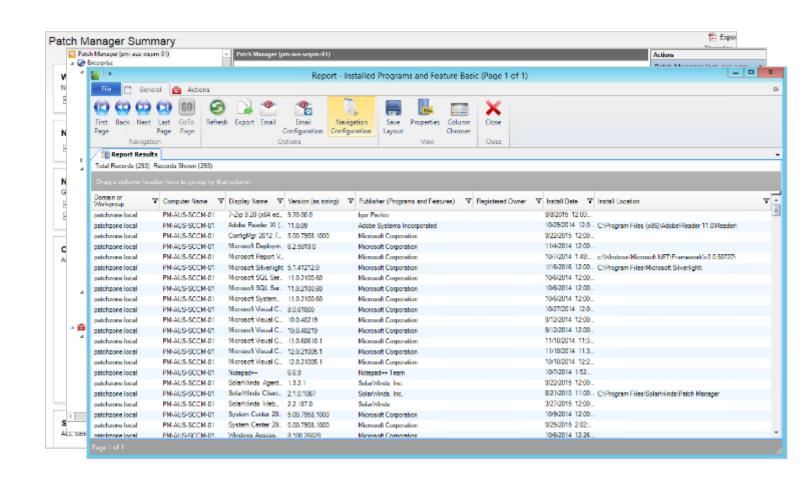


Patch Manager (PM)



Patching of Microsoft® and third-party applications for WSUS or SCCM deployments

- Centralized patching of Microsoft patches and third-party applications
- Pre-tested, pre-built packages for common applications
- Extends WSUS and SCCM capabilities
- Custom package wizard
- Pre- and post-patch actions
- Patch compliance reporting

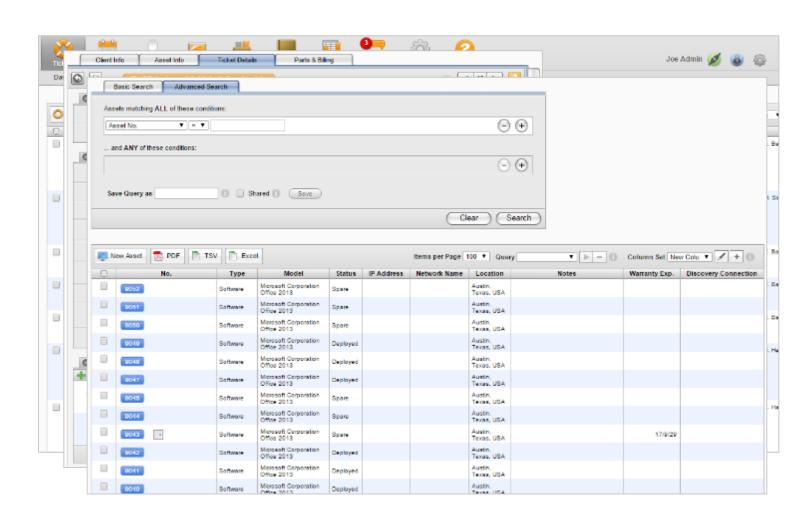


Web Help Desk (WHD)



Web-based IT help desk software, including IT asset discovery and management

- Email to tickets
- Customizable service request routing, approval, and escalation procedures
- Knowledge base
- Asset discovery and management
- Billing and parts management
- Two-way Orion[®] Alert integration
- Simple technician-based licensing





Hybrid IT

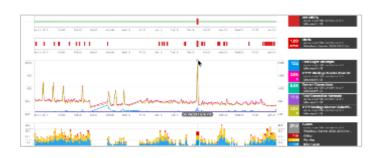
How SolarWinds helps enable unified monitoring

End-to-End Hybrid IT Management

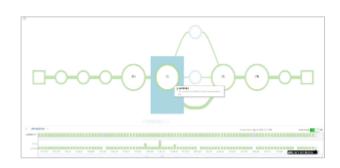
Performance visibility across hybrid environments



Deep On-Premises Visibility



Composite Hybrid Dashboard



Complete Cloud Visibility

AppStack



NetPath

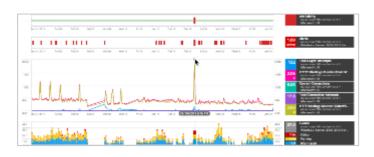
End-to-End Hybrid IT Management

Performance visibility across hybrid environments



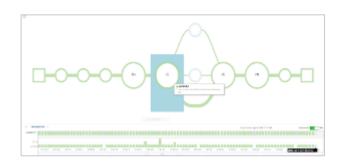
Deep On-Premises Visibility

- Network
- Applications
- Databases
- Virtualization
- Storage



Composite Hybrid Dashboard

- Dynamic drag-and-drop
- Correlate time series data
- Across hybrid IT stack
- Patterns, dependencies, and root cause



Complete Cloud Visibility

- NetPath
- AWS monitoring
- DPA cloud DB
- Agentless
- End-user experience

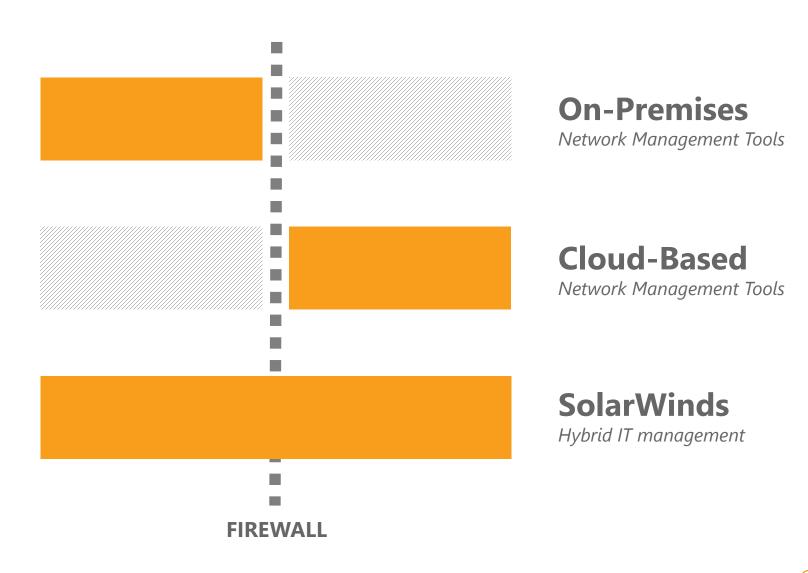


NetPath

Every node. Every path. Every network.

NetPath – What Makes NPM Unique?

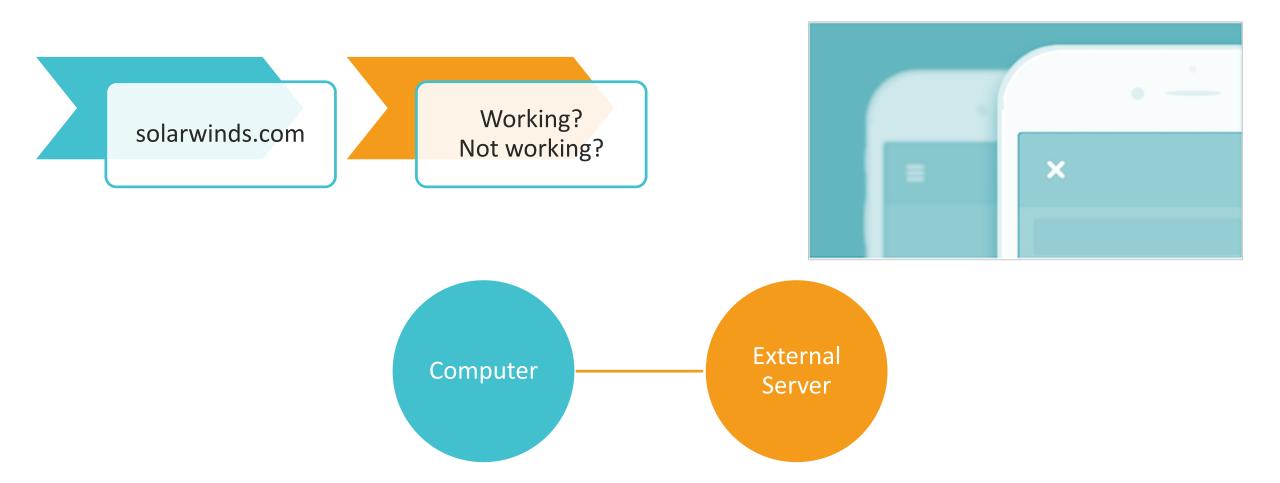




Accessing The Network / The Internet



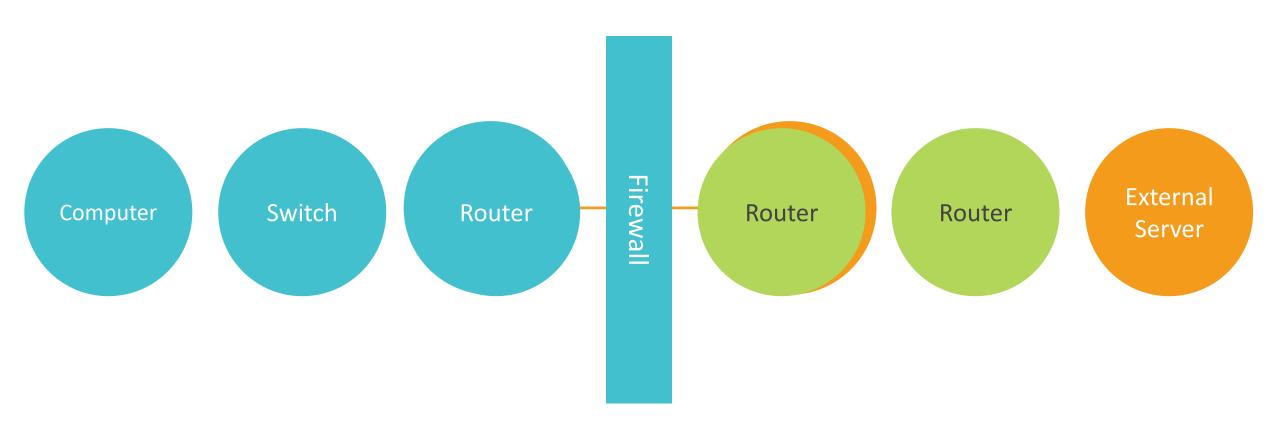
From a user perspective



Accessing The Network / The Internet



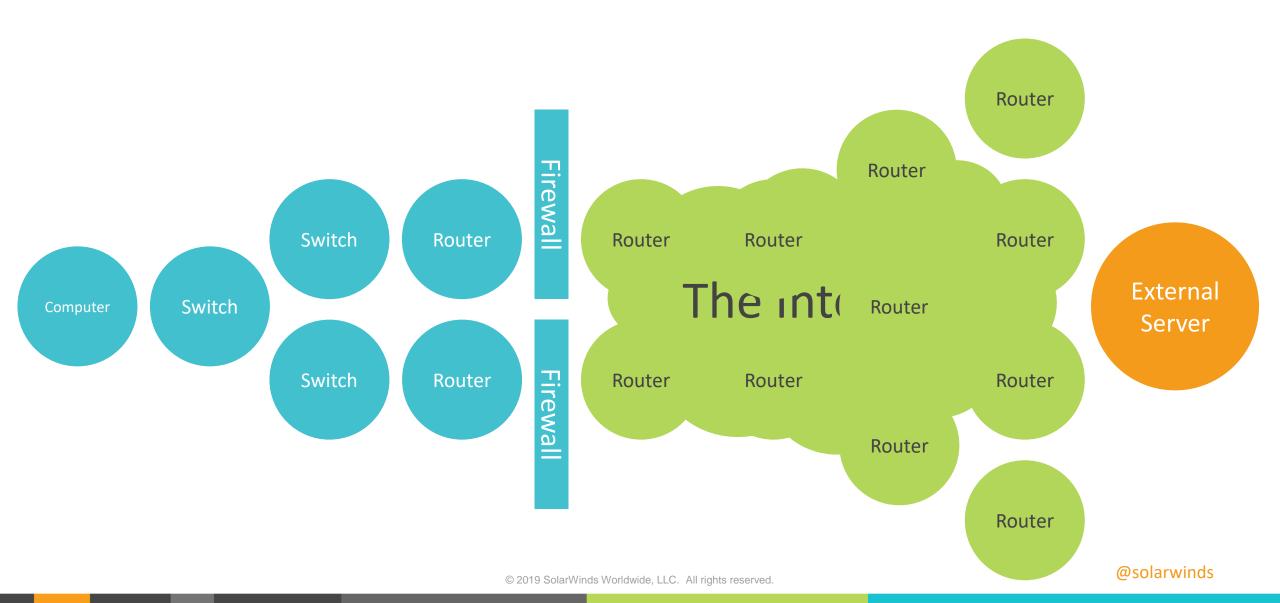
Behind the scenes



Accessing The Network / The Internet

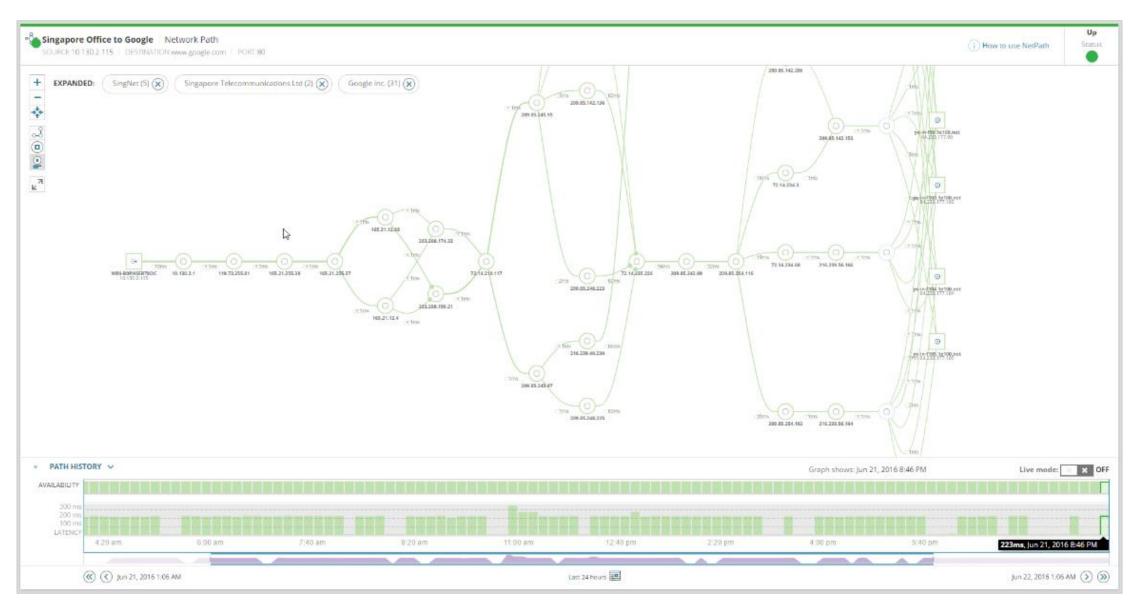


Getting closer



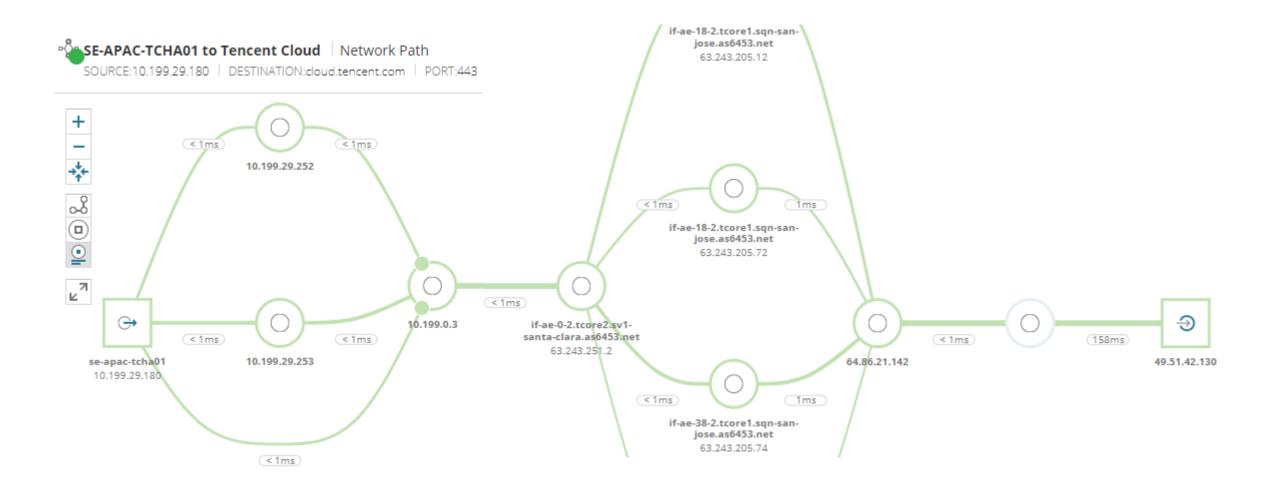
The Real World





NetPath – Critical Path Analysis





NetPath – Critical Path Analysis

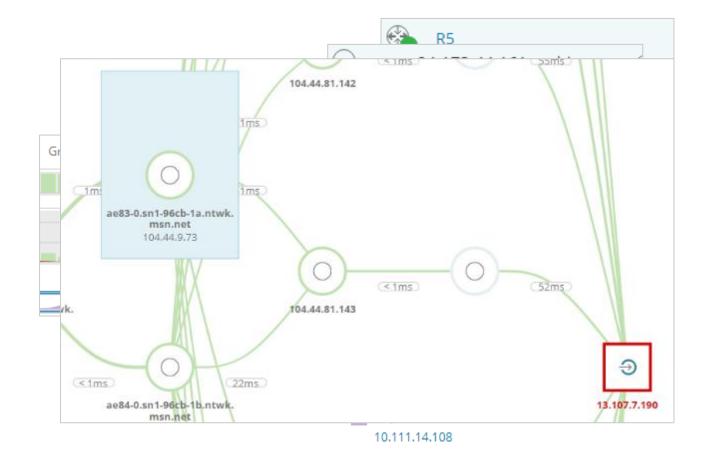




Path for Troubleshooting

Hop-by-hop critical path analysis

- Device details
 - Device information, owner's info, and contact
 - Performance metrics
 - Top conversations (NTA)
 - Configuration changes (NCM)
- Quickly identify the root cause
 - Pinpoint exactly where the problem is
 - Path history
- Both on-prem and off-prem
 - · Extends into the cloud





AppStack

Troubleshooting at the speed of life

AppStack – Environment At a Glance



AppStack brings it all together



Web Transactions



Applications



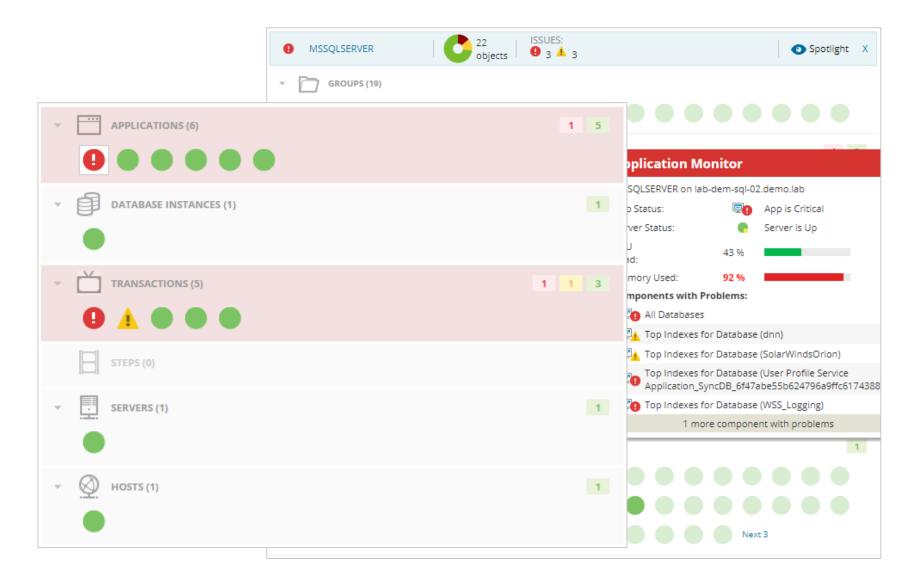
Virtualization



Database



Storage



AppStack – Orion Helps Streamlines the Process



The components of AppStack

Transactions	WPM	
Steps	Web Performance Monitor	
Applications		
Databases	DPA Database Performance Analyzer	SAM Server & Application Monitor
Servers	VMAN Virtualization Manager	
Virtualization		
Storages		SRM Storage Resource Monitor

AppStack Breadth of Coverage



Contextual Navigation

Applications

- Active Directory[®]
- Exchange[™]
- SharePoint®
- Citrix®
- Java[®]
- Apache[®]
- Symantec[®]
- SMTP/IMAP4
- JSON/SOAP
- And 100+ more!

Databases

- SQL Server®
- Oracle[®]
- IBM® DB2®
- Sybase[®]
- MySQL[®]
- IBM Informix[®]
- PostgreSQL[™]
- MongoDB[®]

Hypervisors

- VMware[®]
- Hyper-V[®]

Servers

- IBM System x®
- HP®
- Dell[®]
- Blade Chassis
- Windows®
- Linux®
- AIX®
- Solaris[®]
- UNIX®

Storages

(SAN/NAS)

- EMC®
- Dell
- NetApp[®]
- Hitachi®
- HP
- IBM
- LSI®
- Oracle®
- And more



Dynamic cross-stack metrics correlation

Solve a Board Broad Range of IT Challenges



Delivering unexpected simplicity

















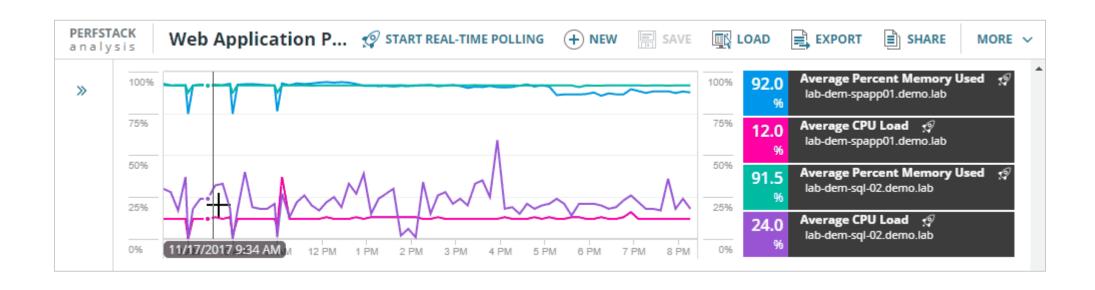






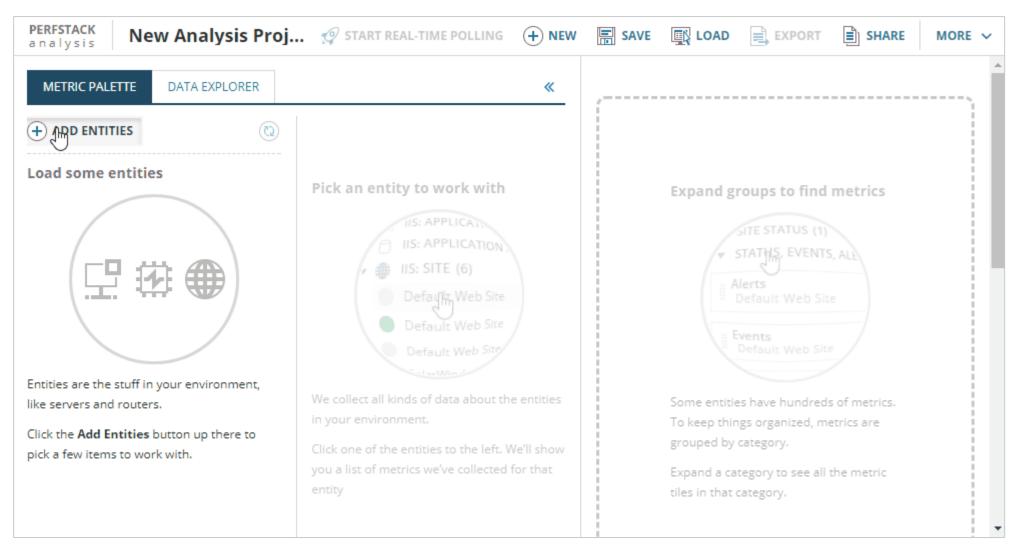


Real-time performance analysis





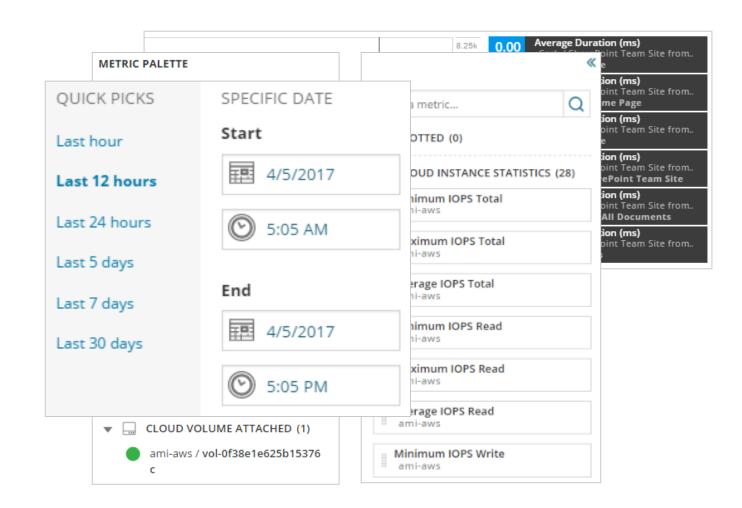
Drag-and-drop correlation of metrics





Visually compare and correlate historical time series data

- Dynamic dashboard
 - Compare mismatched metrics
 - Cloud and on-prem data
 - Real-time polling
- Save, share, and collaborate
 - Save as project and come back later
 - Share with URL



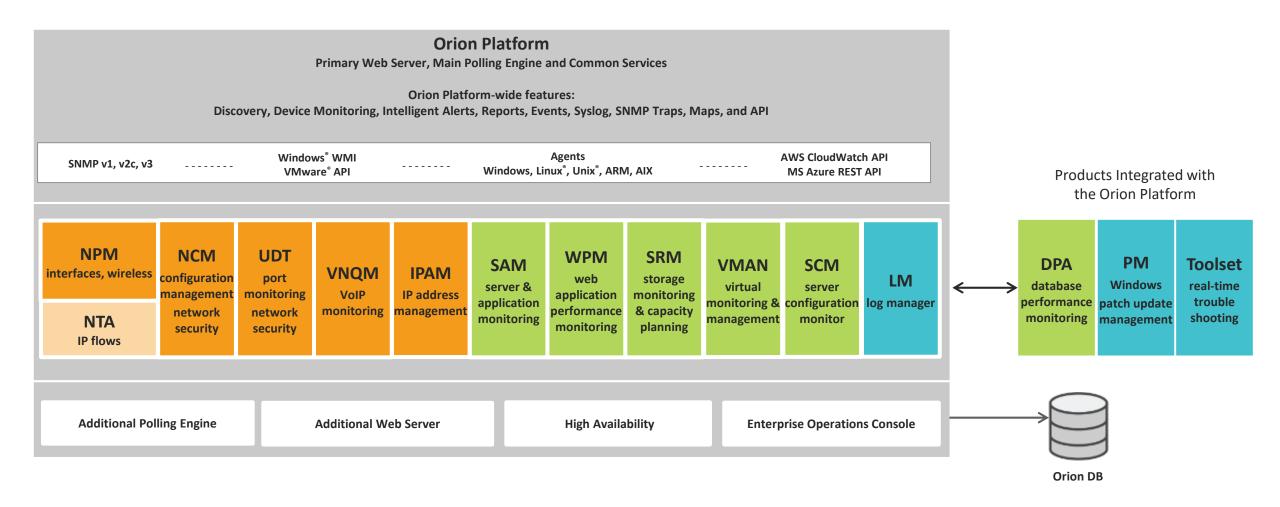


Architecture and Scalability

SolarWinds Orion Platform Architecture



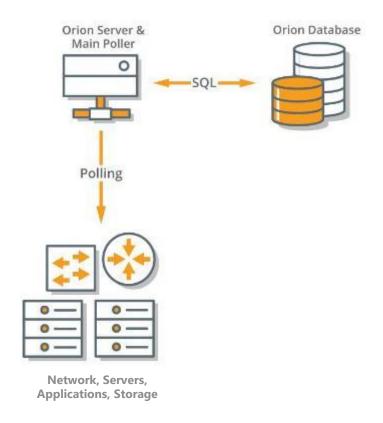
Logical view of our platform architecture



SolarWinds Simple Orion Platform Deployment



Simplest deployment scenario



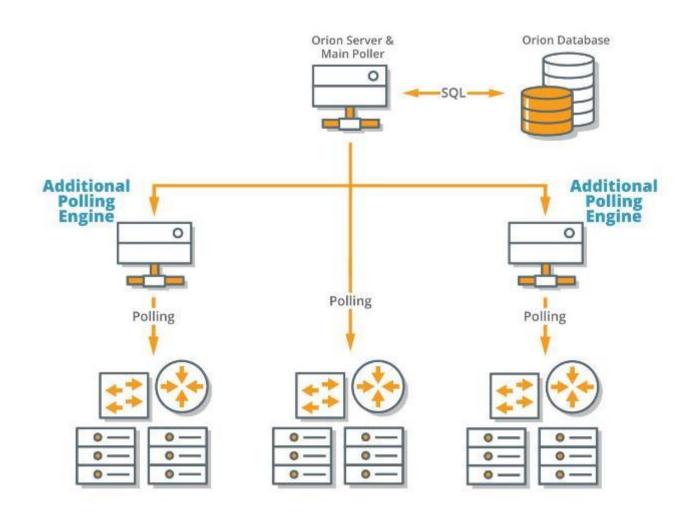
Scales to:

- 12,000 network elements
- 10,000 component monitors
- 50,000 flows per second
- 20+ concurrent users

Orion Data Collection With Additional Polling Engines



Monitor and manage more IT devices

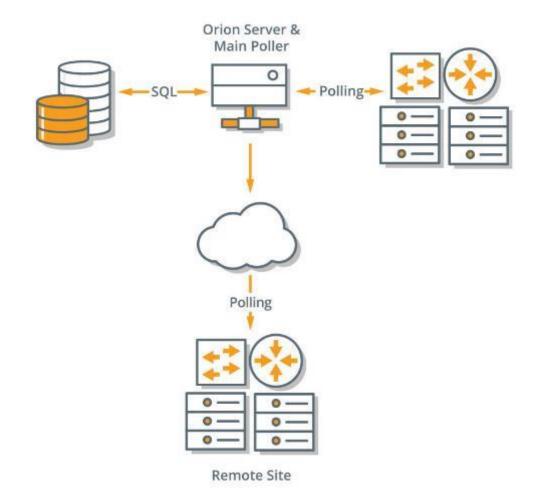


This configuration, with multiple additional polling engines, can scale to:

- 400,000 network elements
- 150,000 component monitors
- 300,000 flows per second
- 20+ concurrent users (can scale higher with additional web servers)
- Up to 100 additional polling engines can be installed locally or remotely

Orion Data Collection by Polling Remote Locations

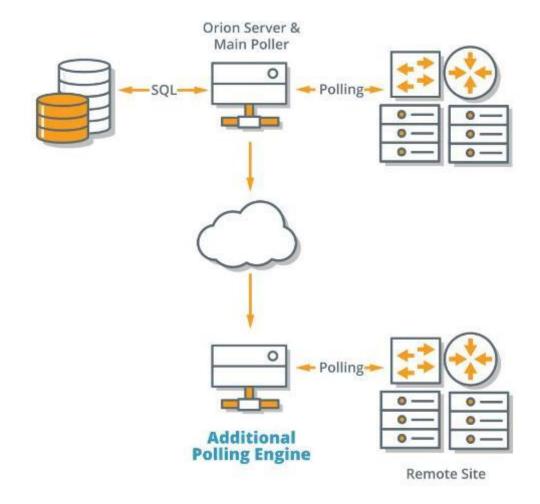




Deploy your Orion
Platform instance
centrally by polling
remote locations from
your main data center

Orion Data Collection With Additional Polling Engines



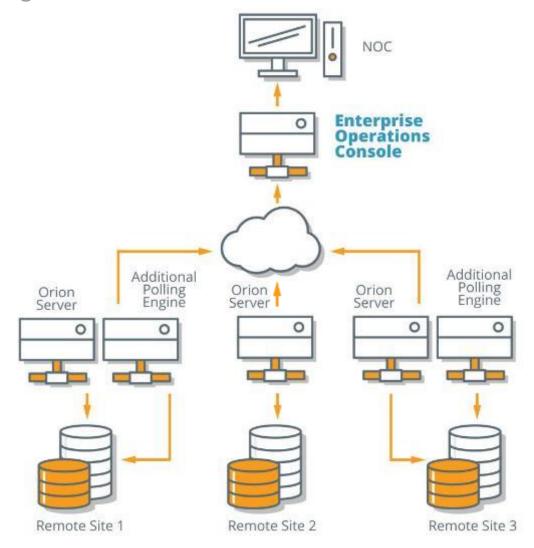


Add additional polling engines to your remote sites for enhanced visibility

Enterprise Operations Console (EOC) With Multiple Orion



Automated high-level situational awareness

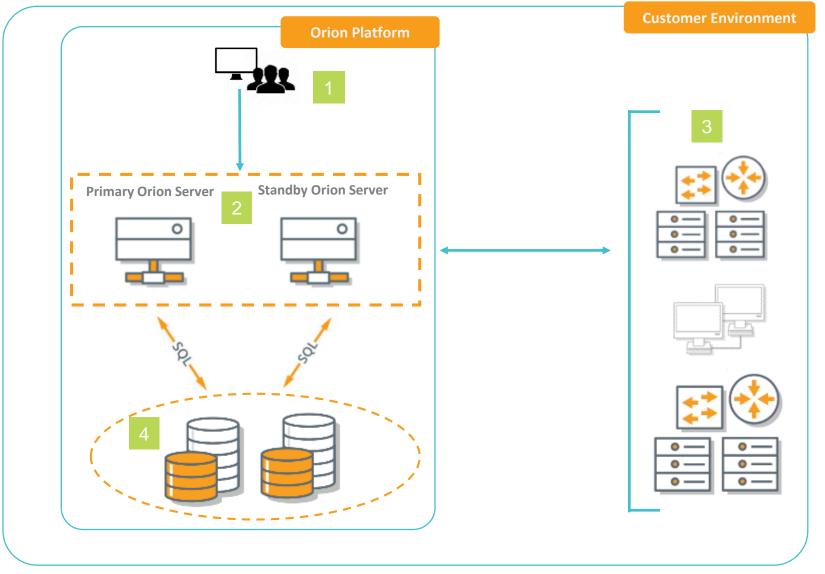


EOC collects, displays, and alerts on real-time operational status of IT devices monitored by all Orion Servers and can scale to:

- Up to 30 remote or local Orion Servers monitored by an EOC
- 1,000,000 total elements (network, server/application)

SolarWinds Orion Platform HA Architecture





Web Browser: Internet Explorer, Firefox, Chrome

Primary Orion Server and Secondary Orion Server (Cold Stand-by)

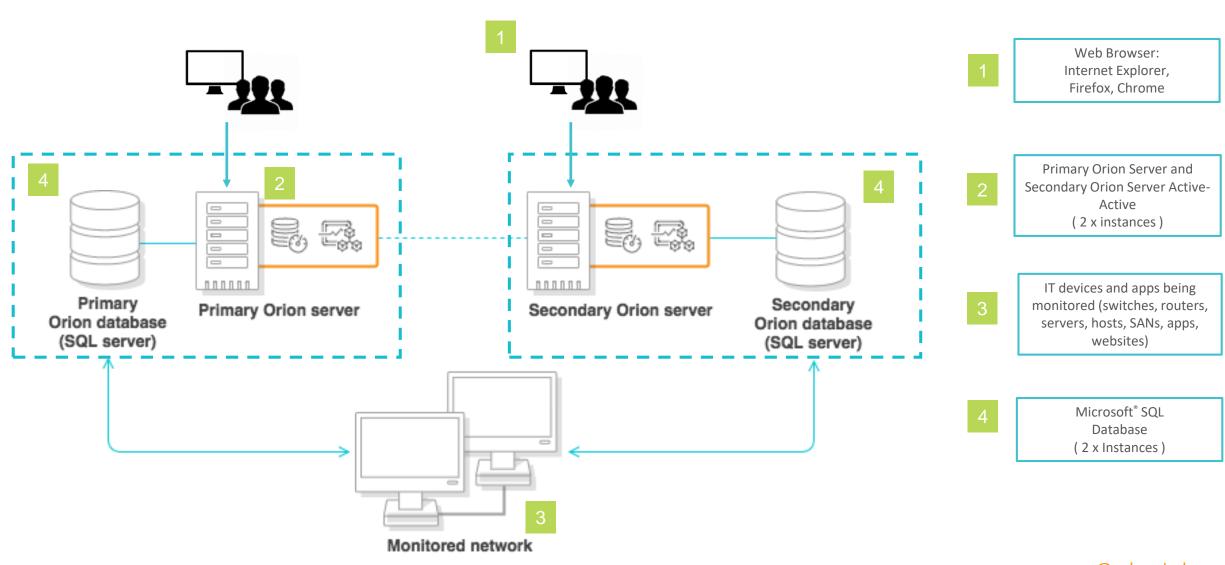
SolarWinds Orion Server

IT devices and apps being monitored (switches, routers, servers, hosts, SANs, apps, websites)

Microsoft[®] SQL Database Cluster SolarWinds SQL Server

SolarWinds Active – Active Architecture







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