SOLARWINDS

Sebastian Zamora

Senior Account Manager – Enterprise

Global Coverage

~ 500 SW developers in Easter Europe responsible for developing: Orion, Observability and SWO (saas)

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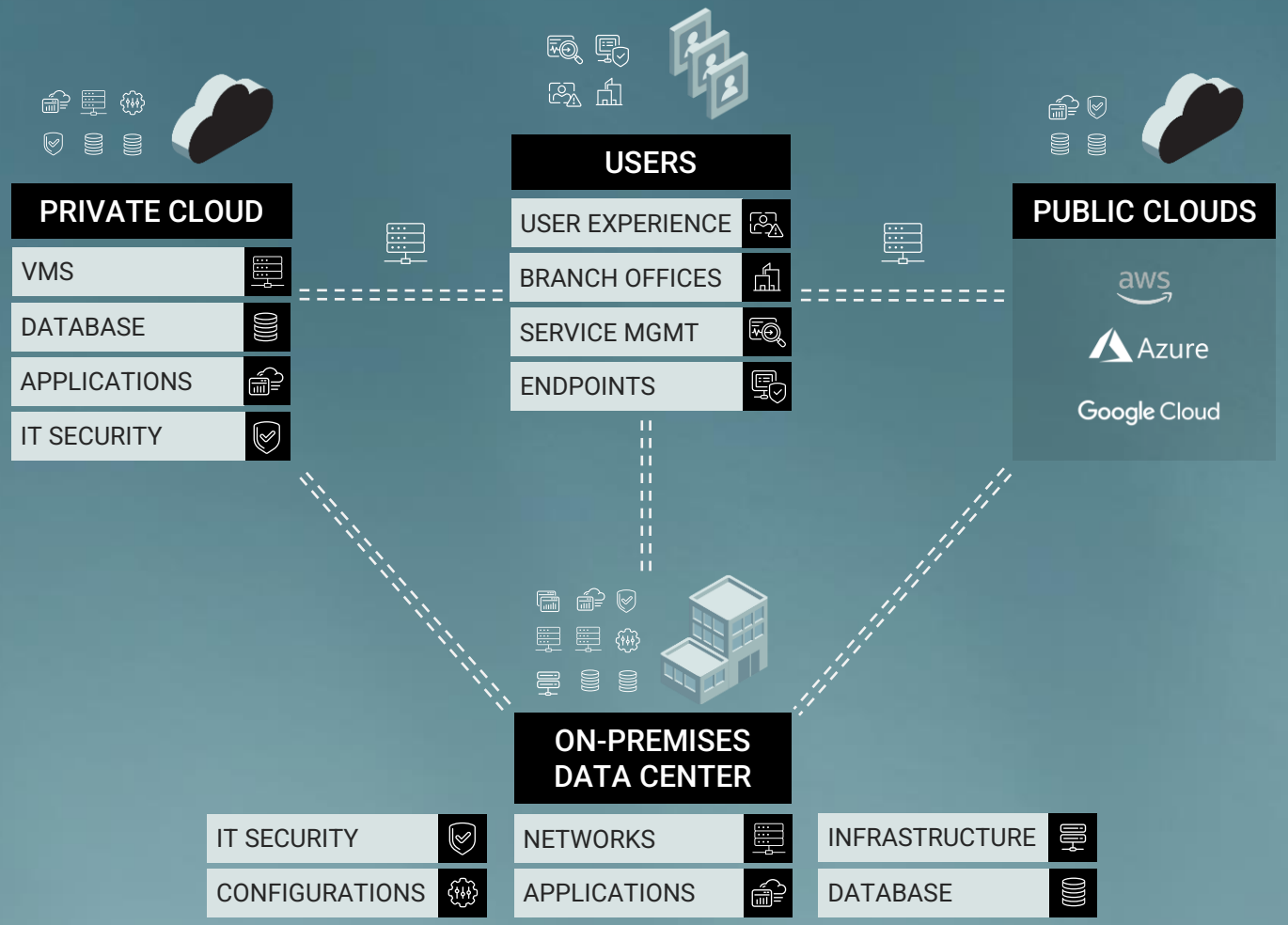
INDUSTRY CHALLENGES

- Silos & Tool Sprawl
- End-to-End Visibility Gaps
- Impacted Service Delivery
- Cost and Resource Constraints
- AI Proliferation
- Security and Regulatory Compliance
- Manual RCA & Productivity

IT COMPLEXITY



SERVICE DELIVERY

- PEOPLE
- PROCESS
- TECHNOLOGY

80% Identify managing hybrid systems as a primary or secondary challenge.[1]

1. GigaOm Survey Report: Delivering Application Performance in a Hybrid World, August 28, 2024.

Monitoring & Observability

IT Service Management

NETWORKS

INFRASTRUCTURE

DATABASES

APPLICATIONS

USER EXPERIENCE

IT SECURITY

INCIDENTS

SERVICES

ASSETS

CONFIGURATIONS

LIFECYCLES

KNOWLEDGE

OUTCOMES

Tools Consolidation | Operational Resilience | Service Excellence | Cost Optimization | Automation

Monitoring & Observability

NETWORKS

Network Performance	Configuration Management	NetFlow Traffic Analysis

APPLICATIONS

Code-Level Monitoring	Metrics, Traces, and Logs	Root Cause Identification

INFRASTRUCTURE

Availability and Performance	Critical Health Metrics	On-prem and Cloud

USER EXPERIENCE

Web Application Performance	Synthetic Transactions	Real User Experience

DATABASES

Multi-Database Monitoring	Performance Diagnostics	DB and Query Optimization

IT SECURITY

Vulnerability Dashboard	Security Events Center	Access Rights Management

PLATFORM

Event Correlation	Anomaly Detection	Root Cause Analysis	Predictive Analytics	Capacity Forecasting	Automation & Orchestration

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IT Service Management

INCIDENTS

- Service Level Management
- Generative AI Suggestions
- Runbooks

CONFIGURATIONS

- CMDB
- Visual Dependency Map
- Change Impact Analysis

SERVICES

- Service Catalog
- Self-Service Portal
- Enterprise Service Management

LIFECYCLES

- Change Management
- Problem Management
- Release Management

ASSETS

- Asset Discovery
- Asset Lifecycle Management
- Procurement

KNOWLEDGE

- Knowledge Base
- Articles From Resolutions
- AI Smart Suggestions

PLATFORM

- Event Correlation
- Anomaly Detection
- Root Cause Analysis
- Predictive Analytics
- Capacity Forecasting
- Automation & Orchestration

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We're SolarWinds

Simplifying IT and empowering businesses for over 25 years

WHAT WE DO

Monitoring & Observability

IT Service Management

Secure by Design

SolarWinds becomes the first software provider to align with new CISA secure software development guidance.

AI by Design

SolarWinds establishes foundational principles for responsible artificial intelligence (AI).

OUR CUSTOMERS

amazon · CVS Health · Walmart · Morgan Stanley · COMCAST · FedEx · Ford

300K+
Customers Worldwide

86%
of Fortune® 500

190
Countries

1,600+
Partners Globally

INDUSTRY RECOGNITION

GIGAOM RADAR REPORT OUTPERFORMER 2024 NETWORK OBSERVABILITY

GIGAOM RADAR REPORT LEADER 2024 CLOUD OBSERVABILITY

G2 Top 50 IT Management Products BEST SOFTWARE AWARDS 2024

G2 Easiest Admin Small Business WINTER 2024

BIG INNOVATION 2024

2023 FORTRESS CYBER SECURITY AWARD

TrustRadius Top Rated 2023

2023 GLOBEE AWARDS GOLD WINNER INFORMATION TECHNOLOGY

VIBRANT COMMUNITY

THWACK® SOLARWINDS IT COMMUNITY

200K+ Registered Members

> Not only did they have the right tools, knowledge, and expertise, but they listened. They evolved and grew with us.
>
> — Justin Diana
> Vice President of IT, Corevist

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