



MAINTENANCE SERVICES

Prosperon Networks are a leading IT Solutions provider specialising in Network and Systems Management monitoring solutions for SMB to Enterprise Networks. We provide a range of Professional Services to support our portfolio and are recognised as an authority within the UK for designing, installing and maintaining management solutions from SolarWinds.

SolarWinds Partner Program recognises resellers that provide focus and expertise to their Network and IT Management Solutions. Platinum Partners are required to have 2 or more accredited SCP Engineers to assist with technical support, design, deployment and post installation consultancy.

Prosperon Networks are well known and respected for our personable 1st and 2nd line support on SolarWinds Products, Direct line assistance to our SCP qualified engineers and our case resolution time as a result of our expertise. In most cases we don't need additional vendor input or assistance but in the event that we are unable to resolve an issue on the phone with you, as a platinum partner we leverage our relationship with SolarWinds to escalate issues speedily; our clients have found this FREE support invaluable.

“80% of Support Cases resolved without Vendor Assistance”

Partner assisted Service with SolarWinds Support Cases

Our Maintenance in addition to the SolarWinds Program offers a complete package to our customers at NO EXTRA CHARGE

Our Maintenance Renewal Program includes these 3 Services...

1

Discovery Health Check

A check on the installation of the SolarWinds software and its associated data.

A review of the configuration settings of each installed module and an assessment of which features are being used.



2

2 Hour Remote Training Session

We provide two hours of training annually for our customers per year to use for refresh sessions for existing users or to provide an introduction to new users



3

SolarWinds Maintenance Program

- Product Updates – Major Enhancements, Features and Bug Fixes
- 24/7 Technical Support (Phone or Email)



“It’s rare to find a partner that provides this class of product support”

Agilisys

Why procuring your SolarWinds Maintenance Licenses through Prosperon Networks is better?

- Technical Support by experienced SCP engineers
- Free Annual Discovery Health Check*
- Enhanced Technical Support Monday to Friday 9:00 – 17:30 (Telephone & Email Support)
- Annual Remote Training Session*
- Goto Meeting sessions to view and resolve support cases
- VIP Ticket Service with SolarWinds support cases

**Remote Training and the Annual Discovery Health Check is subject to a Maintenance agreement with Prosperon Networks, by request and availability.*



Please email info@prosperon.co.uk or call us on **+44 (0) 1903 340993** to discuss your requirements.