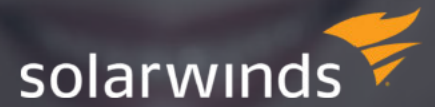


VALUE-ADD RENEWALS SUPPORT PROPOSITION

Prepared for

Midlands and Lancashire CSU





Key Contact Information

Account Team Contacts	
Your Account Manager [REDACTED]	[REDACTED]
Your Contract Manager [REDACTED]	
Loop1 UK Limited [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

GLOBAL COVERAGE & SUPPORT

Loop1 has a dedicated **GLOBAL** licensing renewals team with more than a decade of experience in managing maintenance renewals for SolarWinds® IT monitoring and management products.

With Offices in the **United States**, **United Kingdom**, **Ireland**, **Germany**, and **Sri Lanka**; Loop1 has more than 100 employees across 4 continents, clients in more than 60 countries and 25+ SolarWinds Certified Professional (SCP) engineers, holding 130+ certifications.

Loop1 UK is a long-respected authorised reseller of SolarWinds powerful and affordable IT infrastructure management software. We provide value-add services to help our clients get the most out of their investment in SolarWinds technology—our services include system installation & configuration, rapid report cards, health checks & ITOM maturity assessment, help desk/on-site support, and training, all delivered by SolarWinds Certified Professional (SCP) engineers.

We continue to innovate and develop best practice techniques and methodologies to help meet the need and increasing reliance of businesses and government on their networks and IT services. We are proud to maintain long-term relationships with over 900 clients in the UK, many of them household names from a wide range of industry sectors, including financial services, pharmaceutical, government, communications, transportation, entertainment, and retail.

Loop1 UK is a subsidiary of [Loop1, LLC](#), a leading IT Operations Management (ITOM) company specialising in the SolarWinds® ITOM product offering. We help organisations get more insightful outcomes from their IT tools through the Loop1 Monitoring Maturity Model—L1M3 ('LIME'). The model provides a scorecard and roadmap to help clients plan, deploy and measure their digital transformation projects. Headquartered in Austin TX, United States, with offices in the United Kingdom, Ireland, Germany, and Sri Lanka; the group has more than 100 employees across 4 continents, clients in more than 60 countries and 25+ SolarWinds® Certified Professional (SCP) engineers, holding 130+ certifications.

Our Team

Loop1 has developed an unrivalled reputation for the way we support our clients. Our engineers are highly trained experts and have a thorough understanding of the practical issues involved in the management of networks and monitoring solutions.

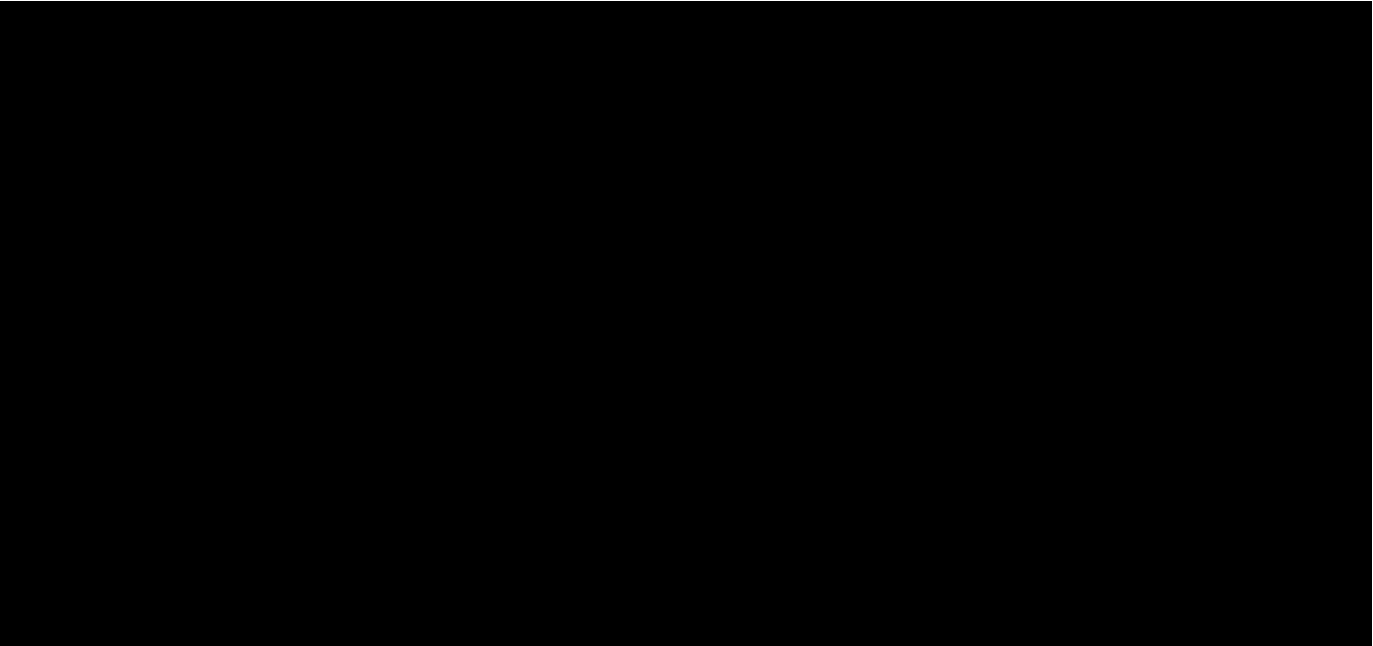
Our global 24x7x365 help desk allows our team to diagnose and resolve incidents quickly, minimising any downtime and impact on your business. All our engineers are SolarWinds Certified Professionals and hence are always up to date with the latest SolarWinds applications and technology. This allows them, in turn, to provide the highest quality of support to our clients.





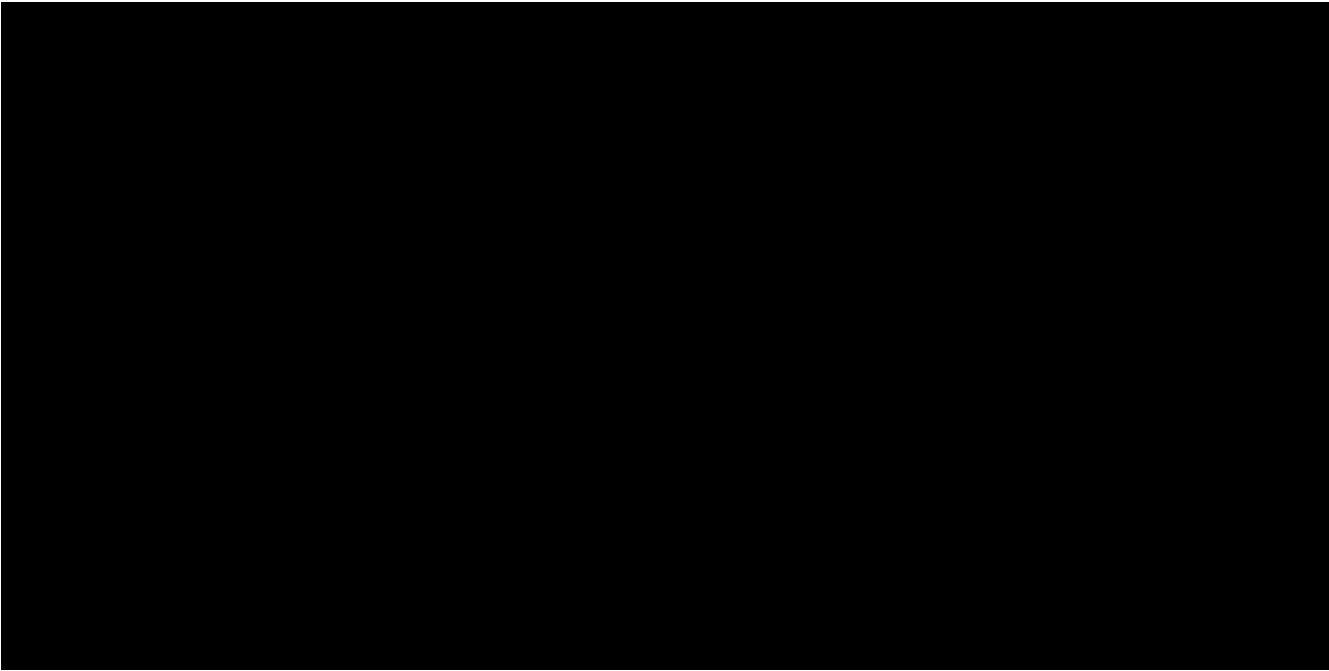
All SolarWinds products include one years' software maintenance and support included in the initial licence purchase. After this period, each licence is eligible for a renewed maintenance agreement. Loop1 UK provides the following support options to help meet the varying needs of our clients:

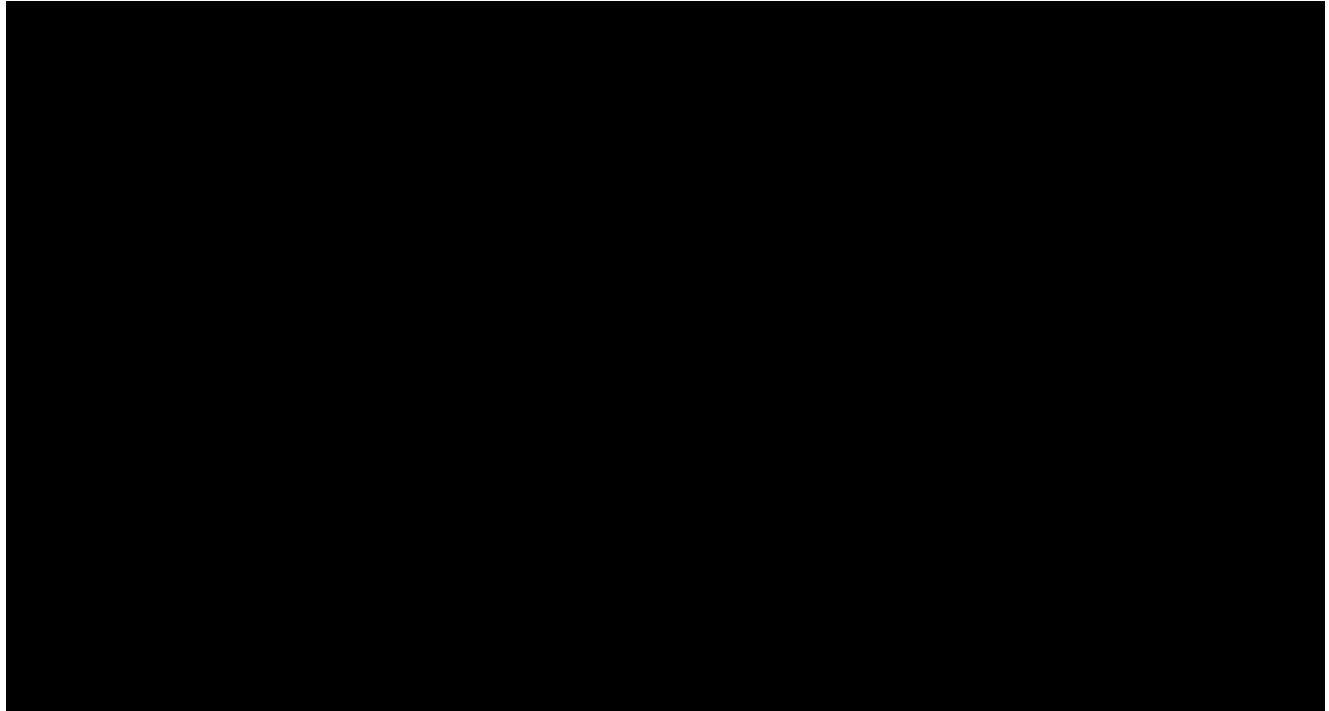
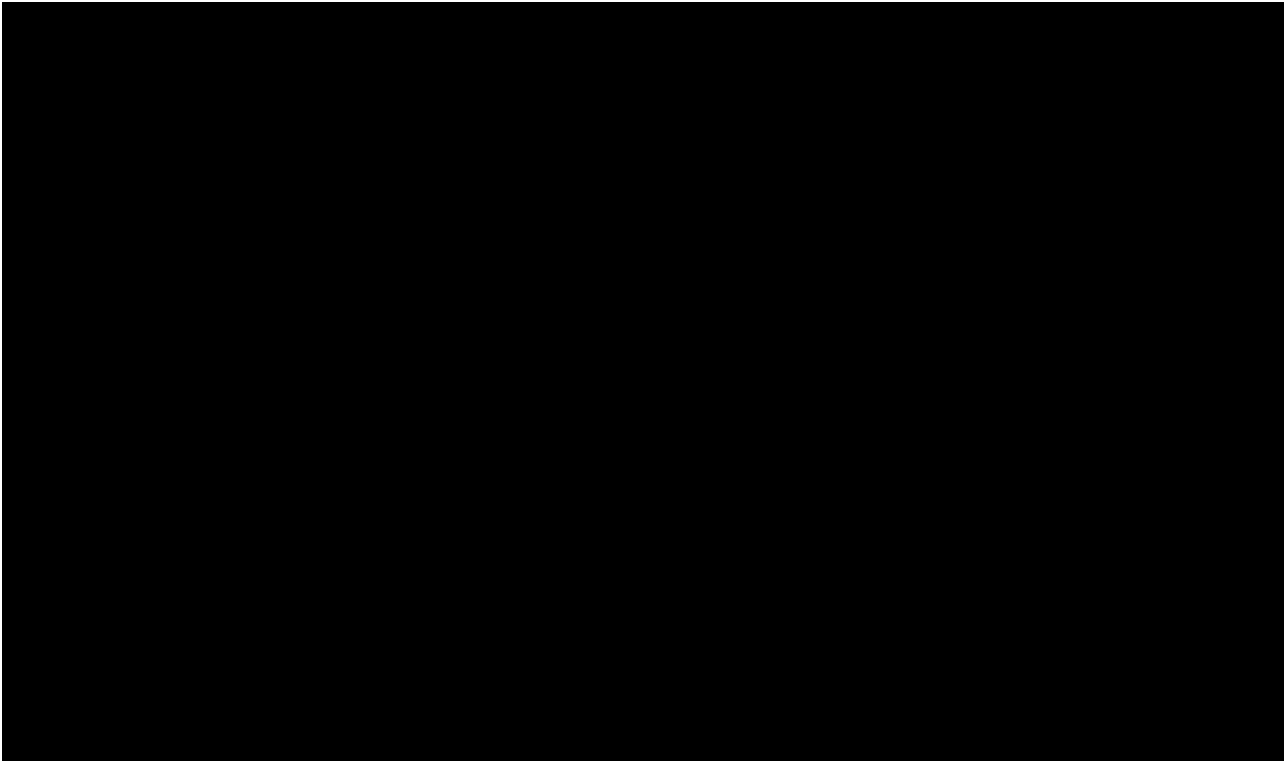
* Number of included hours/seats depends on license renewal – full details will be provided upon quotation.



	SolarWinds NetFlow Traffic Analyzer Module for SolarWinds Network Performance Monitor SL100-Annual Maintenance Renewal	
	SolarWinds Engineer's Toolset Per Seat License-Annual Maintenance Renewal	
	SolarWinds Network Performance Monitor SL100 (up to 100 elements)-Annual Maintenance Renewal	
	Kiwi CatTools - Company Site-Annual Maintenance Renewal	
	SolarWinds Network Performance Monitor SLX (unlimited elements-Standard Polling Throughput)-Annual Maintenance Renewal	

Pricing





Value-Add Services Portfolio

Loop1 supplies a comprehensive suite of Professional Services to complement and enhance the SolarWinds product portfolio. These services are all delivered by vendor-certified, highly trained engineers and are dedicated to helping you get the most from your investment in SolarWinds technology. Our Services Portfolio comprises of the following components:

- **Installation & Configuration Services for Rapid Deployment**
- **Rapid Report Cards & Health Checks**
- **ITOM Maturity Assessment**
- **SolarWinds Training**
- **Help Desk & On-Site Support**

Installation Services

Every business operates in its own unique way, and we understand that "one size" does not always fit all.

Loop1 can provide the complete installation package from network discovery to fully customised deployments. We will work with your staff to ensure customisations are carried out according to your exact requirements and any knowledge gaps filled during the installation process.

- Increased ROI – maximise your investment by ensuring you get the most out of your SolarWinds products - our SolarWinds Certified Professionals (SCPs) will ensure you utilise all the available features of your SolarWinds products.
- Getting the best out of your Network Management System requires knowledge and experience. Our consultants have a combined SolarWinds knowledge of over 30 years. We have worked with SolarWinds since its inception; therefore, we know all the tips & techniques for a speedy and comprehensive installation.
- Whether your deployment needs are large or small, Loop1 can help. Our consultants have carried out thousands of SolarWinds installations across the globe, from small business clients with a single location to multinational companies with hundreds of sites worldwide.

Configuration Services

Loop1's Configuration services were developed to ensure you get the maximum benefit from your SolarWinds applications in the shortest possible time. This ensures your system is configured to meet the requirements of your business. We can quickly ascertain the most suitable Orion views, reports, and maps for your organisation and ensure alarms and alerts are configured appropriately and in line with your needs.

Our Configuration Services can be used to provide:

- Unique tailored views to focus users on appropriate and meaningful data.
- Better intelligence and vision of the performance of your network.
- Customised Application Performance Monitoring templates to bring the benefit of performance management to your servers and applications.
- Views that show Business Application Availability reflecting the uptime of your network, servers, and applications.
- Meaningful and targeted Alerts based on what you need to know when you need to know it.

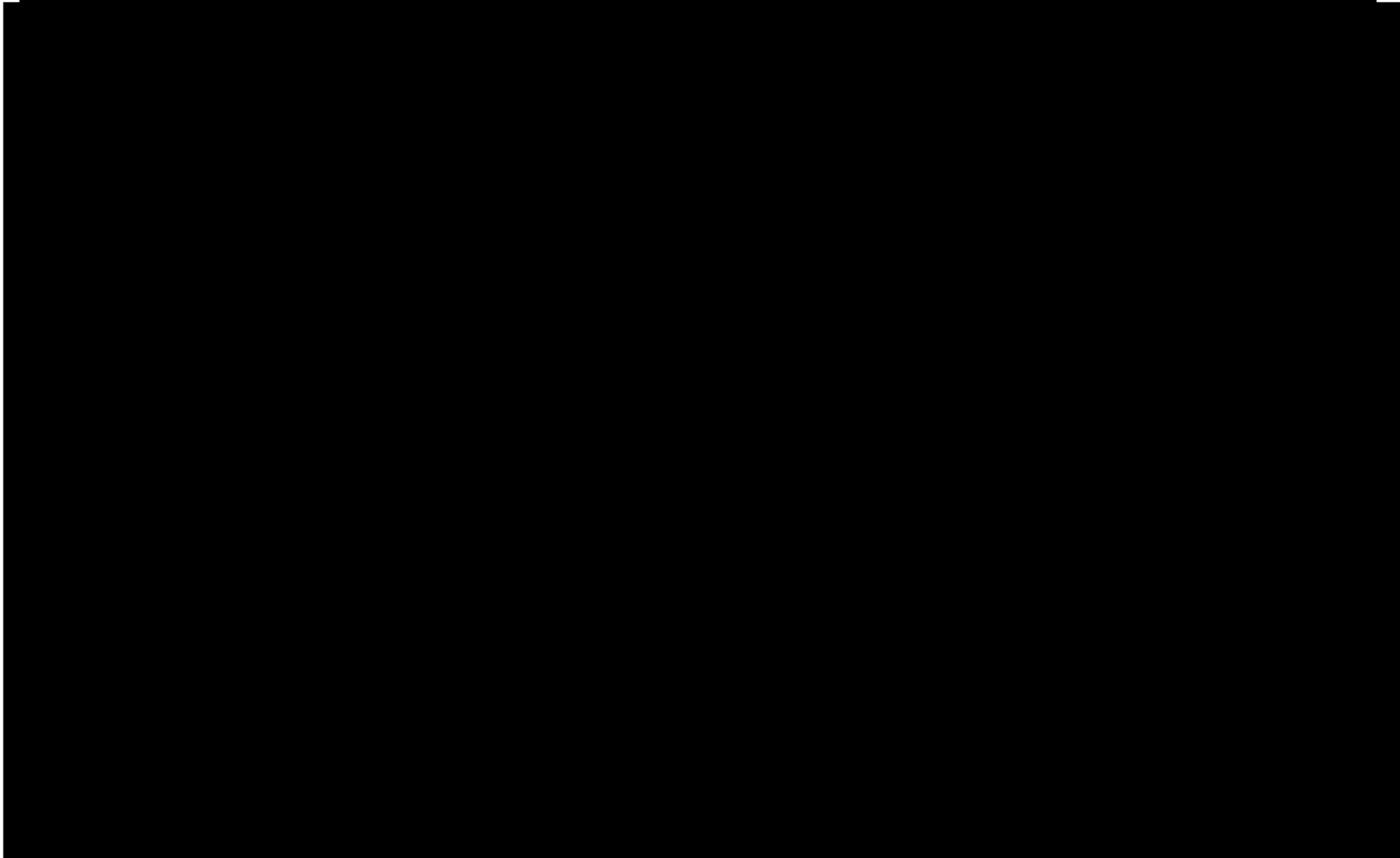
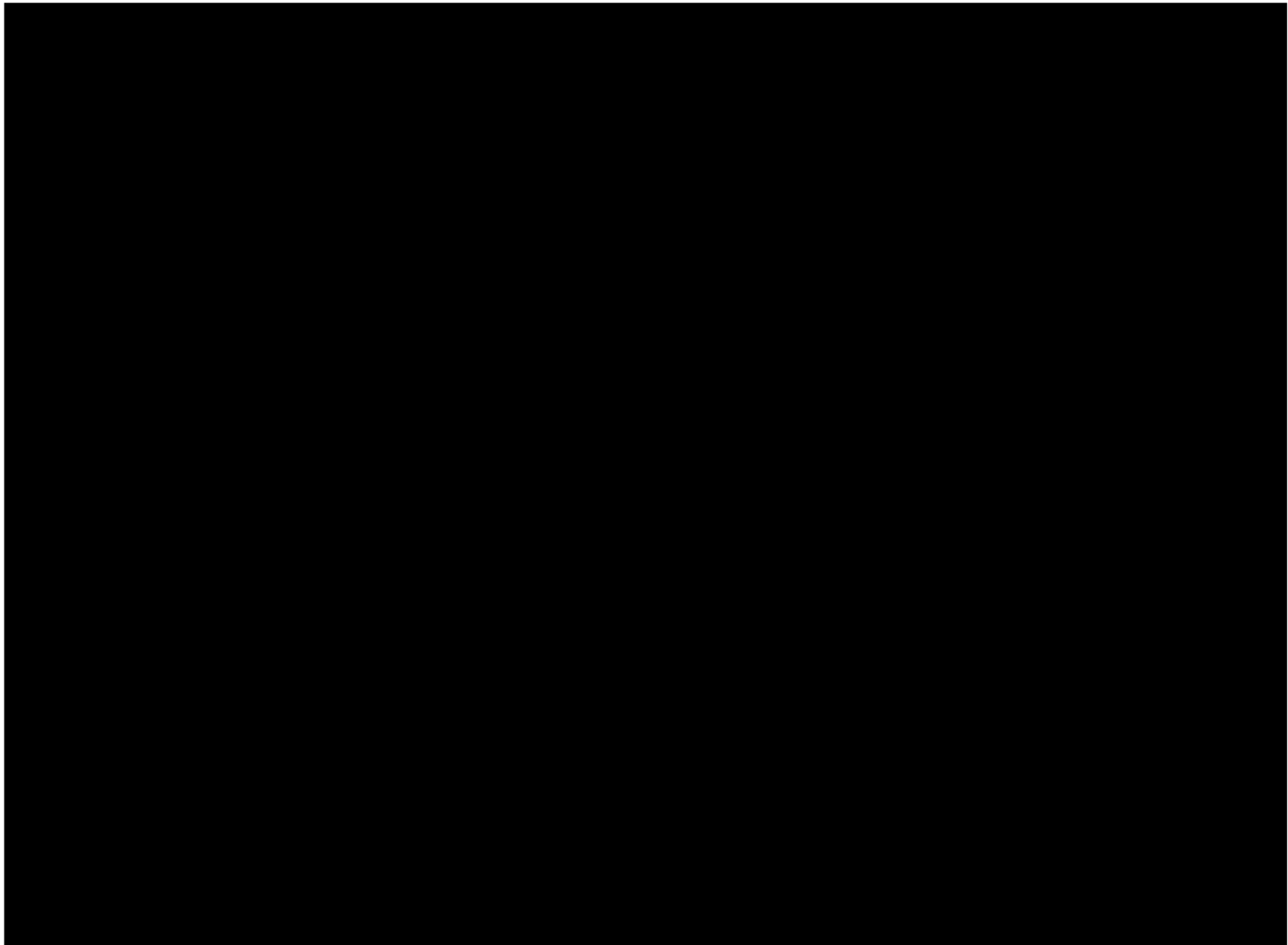
Rapid Report Card—powered by Orion® Insights

SolarWinds provide first-class products, which operate efficiently when first installed. However, as with all systems over time, organic growth and additional feature implementation can heavily impact performance. All organisations, whether large or small, will benefit from their SolarWinds systems being finely tuned to maximise coverage and performance. Loop1 consultants can ensure your system is fine-tuned and fully optimised to the requirements of your business.



Our consultants have a deep understanding of SolarWinds products and how they can be utilised to maximum effect due to their extensive practical experience backed up by professional certification. Through our highly developed processes, we can:

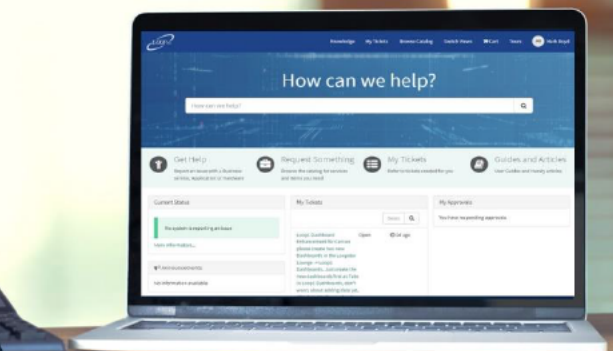
- Rapidly assess SolarWinds Orion performance.
- Identify performance issues or bottlenecks.
- Optimise performance and ensure accurate data provision (charts, reports, etc.) through increased architecture efficiencies.
- Future proof systems and maximise scalability through the design and development of multiple integrated SolarWinds solutions.
- Strategically align Orion servers and polling engines to overcome constraints due to security rules, latency issues, and limited available bandwidth.





LOOP1 CLIENT PORTAL

How can we help?



SOLARWINDS

PUBLIC TRAINING CLASSES

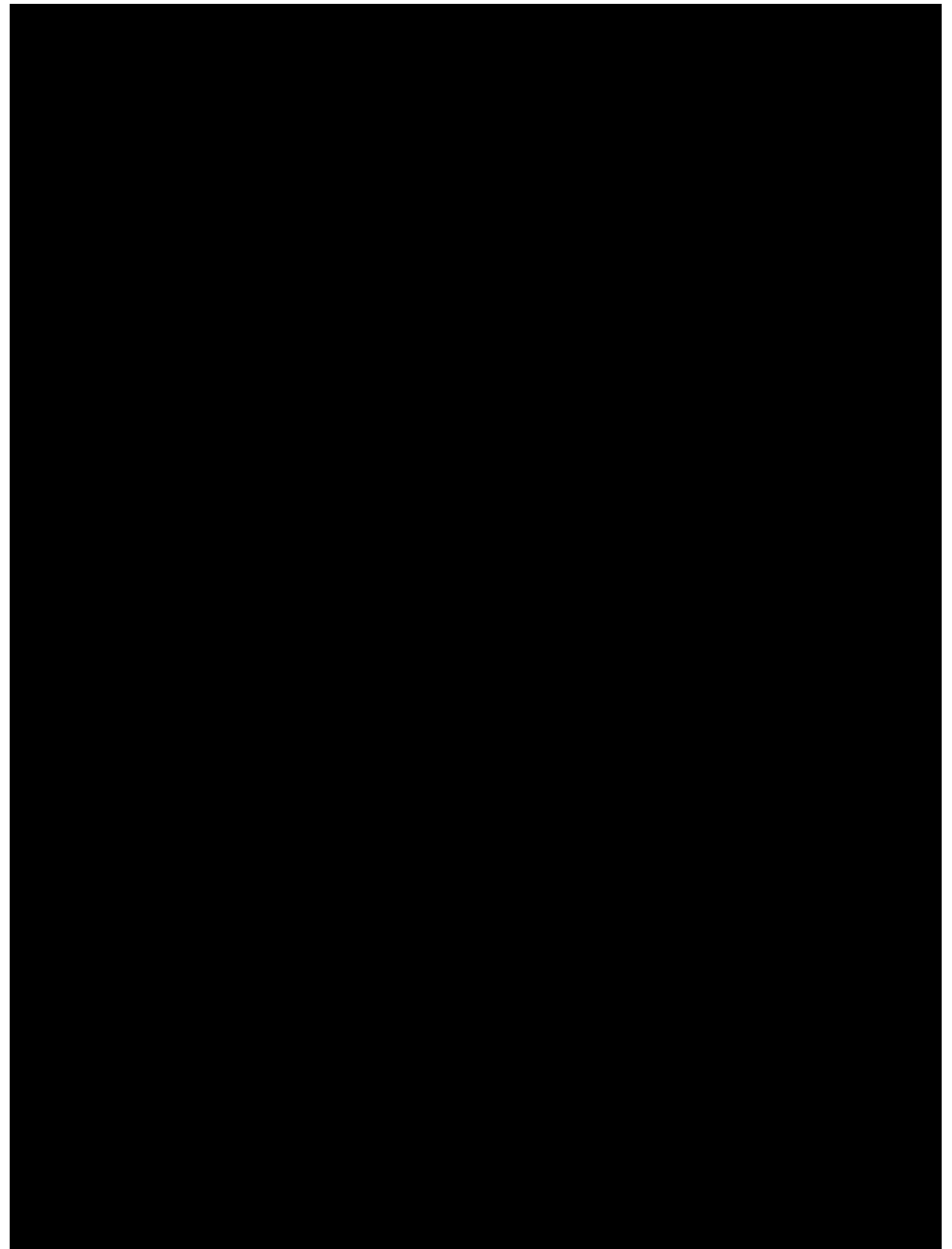
Develop expertise in the SolarWinds Orion platform

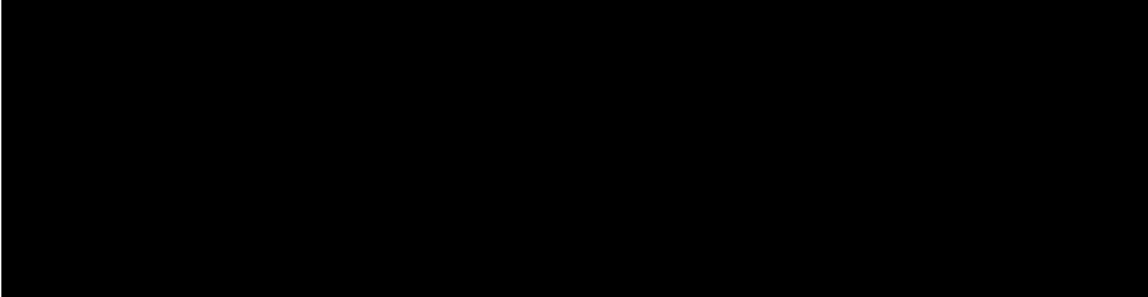
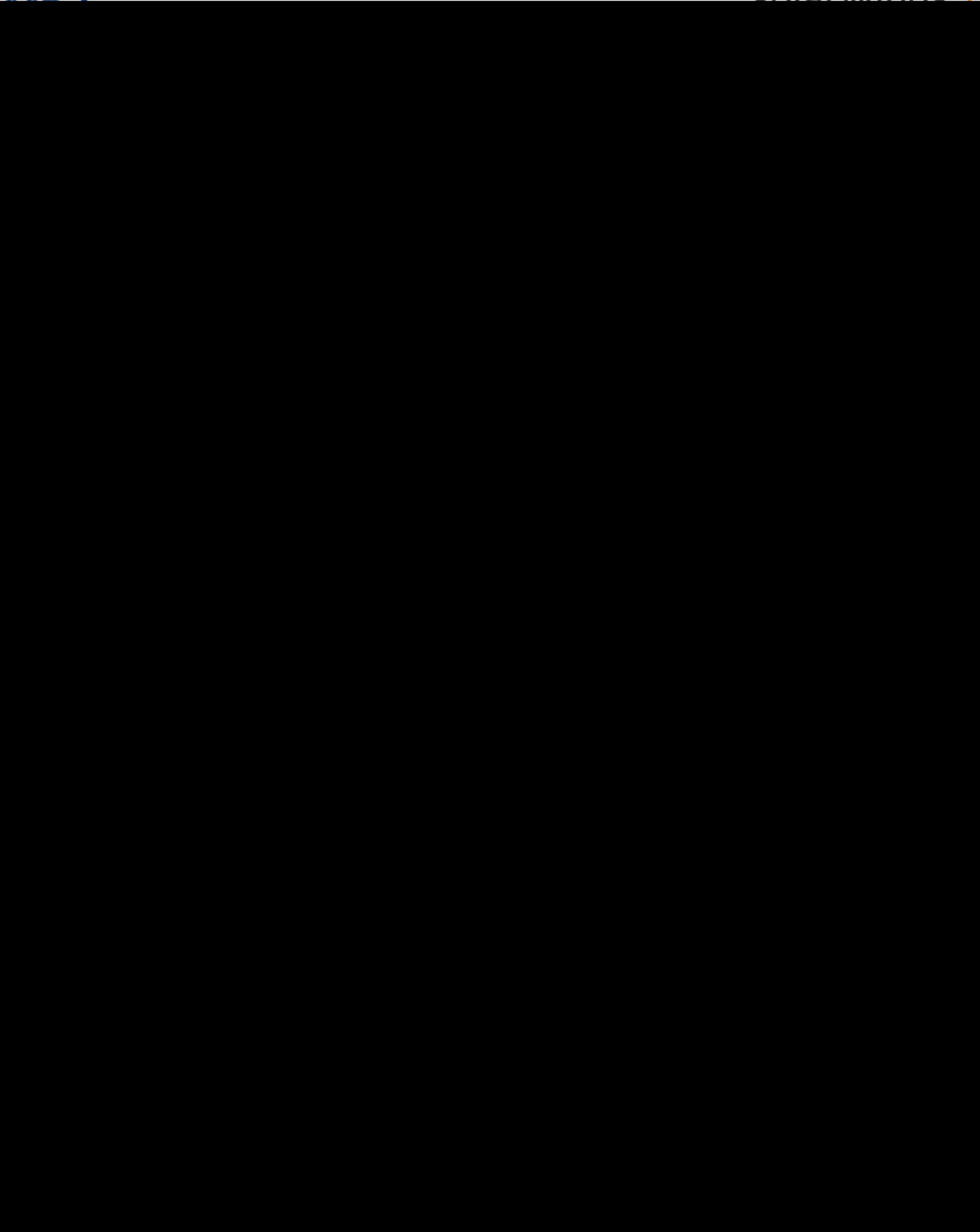
Training from Loop1 is firmly based on practical experience and professional delivery. When not leading training classes, our instructors, all of whom are SolarWinds Certified Professionals, work on various consultancy projects for clients. In so doing, they have been able to gain broad knowledge and experience of the day-to-day challenges of implementing, configuring, and managing SolarWinds systems of widely varying scopes and sizes. They also have a wide range of technical, practical, and ITIL Best Practice knowledge. They bring all this considerable knowledge and experience of real situations into the classroom.

We continuously run a series of instructor-led classes from our dedicated training centre in Cirencester, Gloucestershire, as well as Globally (US and EMEA time zones) via our virtual classroom. Alternatively, we can provide on-site training to clients who would prefer a group of staff trained at their location.

Classes cover all the core modules and range from a fundamental level, through intermediate, to advanced. Learn about your SolarWinds Orion product deployment, configuration, and more in a comfortable classroom environment or attend one of our instructor-led virtual classes.

Loop1 appreciates that 'off the shelf' training does not suit every situation. That is why we offer training in a wide range of Network Management and Best Practice subject areas from which we can tailor a class to suit your specific requirements.







Know What's Next with Loop1

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