

# Premier Support Service

Extended Support Options for Solarwinds' Customers



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Adeptec offers premier support services for organizations that require a higher-level of support for SolarWinds® software.

Premier Support provides you with access to SolarWinds experts, to help you address problems encountered with the deployment and management of SolarWinds software.

Support incidents include troubleshooting a specific problem, error message, or functionality in SolarWinds software that is not working as intended.

Need help with a technical problem? Lean on our SolarWinds expertise using premier support services from Adeptec.

# What are the benefits of Premier Support with Adeptec?

## Availability



Premier Support is available from Monday through Friday, 8 A.M. to 5 P.M. local time with severity 1 support availability 24/7/365.

## Responsive Service



Formal escalation procedures ensure the appropriate level of attention is applied to each support incident until final resolution.

## Proven Methodology



A systematic approach to troubleshooting results in expedited problem resolution with minimal downtime for reported incidents.

## Flexible & Scalable



Premier Support is highly flexible and can be customized and scaled to meet the needs of your organization.

## Free Health Check



We conduct an assessment of your deployment and provide a report with recommendations.

## Periodical Follow-Up



We follow up with your team to determine how we may continually improve the technology and process.

## About

Adeptec is a global IT service company delivering innovative solutions that improve the way organizations manage IT. We specialize in SolarWinds IT operations management software consulting, development, product training, and support.

Each day, we leverage our extensive industry expertise to counsel our clients to make informed decisions and to solve their most complex and difficult technical problems.

Headquartered in Seattle, Washington, we serve clients worldwide in the Americas, Europe, Africa, and the Middle East. Adeptec consultants operate across 14 sectors and in 70 countries with clients that include Fortune 500 companies, government, and private organizations.

## More Information

For additional information, please contact Adeptec at 844.534.0324 or e-mail [sales@adeptec.com](mailto:sales@adeptec.com).

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