



SolarWinds Services —powered by L1M3*

**Our SolarWinds Experts.
Your Schedule.**

*Loop1 Monitoring Maturity Model





Unrivalled Global SolarWinds Experience

Loop1 is a leading global IT Operations Management (ITOM) company specialising in the SolarWinds ITOM and Observability product offerings and complementary cybersecurity solutions—we offer the most comprehensive training and professional services for SolarWinds clients across the globe. Headquartered in Austin, TX, United States, with offices in the United Kingdom, Ireland, Germany, and Sri Lanka, the group has more than 110 employees across four continents, clients in more than 60 countries, and 38+ SolarWinds Certified Professional (SCP) engineers.

We have developed an unrivalled reputation for the way we support our clients. Our engineers are highly trained SCP experts with an average of 7+ years of SolarWinds experience per engineer, and a thorough understanding of the practical issues involved in the management of networks, applications, databases, and monitoring and observability solutions.

How you chose to work with us is down to you

We can take care of your entire SolarWinds environment with our proactive ITOM managed services packages **ITOMplus** and **ITOMessentials**; we can assist with deployment, customisation, optimisation, development, environment health checks and security assessments, as well as ad-hoc services projects; or you can opt to purchase pre-paid blocks of hours to provide support & assistance for your environment as you need it.



20+

Years as a SolarWinds partner (UK), 12+ (NA)
Appointed Elite Partner in 2022



38+

SolarWinds Certified Professional engineers



5000+

SolarWinds Professional Services engagements since 2009



110+

Employees across 4 continents



5+

Locations worldwide; US, UK, Ireland, Germany, and Sri Lanka



7+

Average years of SolarWinds experience per engineer

We guarantee you'll get more from your tools and your people with Loop1 and **L1M3 Services**

SolarWinds Professional Services

There are times when the complexity of the solution requires resources beyond the technical implementers. Whether a deployment rolls out in phases, a solution involves multiple locations, or the number of teams involved requires communication management, Loop1 has years of experience delivering measurable and sustainable results.



Deployment

Need expert assistance getting SolarWinds deployed? New builds, rebuilds, upgrades and migrations all have unique requirements. Loop1 can provide complete system architectural design, implementation, and configuration services from hardware requirements to installation and network discovery.



Customisation

Get more from your SolarWinds platform by ensuring it's customised beyond the default configurations to meet your unique monitoring needs. From basic views and maps to advanced alert suppression, our team can provide the tailored guidance, training, and implementation services you need.



Optimisation

When you have thousands or tens of thousands of elements being managed by SolarWinds, a little fine-tuning and optimisation can really improve performance. Optimise your platform to provide visibility to timely and relevant data required to proactively monitor your environment.



Development

Custom training, implementation, and development services to extend the built-in capabilities of the SolarWinds platform. From adding custom features and automation to integrating with third party IT systems and tools via the SolarWinds Software Development Kit (SDK), Loop1's DevOps Team can build, test, host, and support custom code for your organisation.

Managed Services Hours

There may be times when you require additional short-term resources, or specialist skills not currently held within your team, to assist with special projects. Purchasing a pre-paid block of hours* from Loop1 can provide the surety you need to be able to scale-up or up-skill as and when you need to.

*Minimum order volumes apply.



Proactive Managed Services

Let Loop1 manage your entire SolarWinds environment with our proactive ITOM managed services; absorbing the repetitive, basic, and time-consuming tasks and freeing up your IT pros to tackle larger, more complex projects that drive business value.

Loop1's proactive ITOM managed services provide unlimited 24x7 support where our team monitors, maintains, manages, and enriches your technology investments for you.



SolarWinds Rapid Report Card

A mini health check for your SolarWinds Platform. Gain insight into the health, performance, and scalability of your SolarWinds Platform with our free health assessment. You'll receive a report with our findings and a recommended action plan for improvements and enhancements. All for free and with no obligation.

SolarWinds Instructor-Led Training

Loop1 provides a rich portfolio of instructor-led public training classes for IT professionals focused on the SolarWinds portfolio of products.

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



Do you want to benefit from intelligent, mature ITOM solutions where data is informing forecasts and budgets, leading to positive impacts on financial outcomes, and enlightened long-term strategic planning?

Get in touch today and Know What's Next—with Loop1 and L1M3 Services

