📋 **DATASHEET**

SolarWinds Observability

Unified, out-of-the-box, AIOps-powered intelligence for holistic observability to optimize performance, user experience, and business outcomes for on-premises, hybrid, cloud-native, and multi-cloud environments.

The rapid pace of innovations such as containerization, microservices, and serverless, combined with the adoption of modern, cloud-native, multi-cloud, and hybrid deployments and open-source frameworks, have made modern environments more complex. Whether you have a cloud-native, on-premises, or hybrid environment, an increase in data diversity and volume of data can complicate every aspect of IT management.

With more and more businesses relying on IT-managed systems for critical business functions, DevOps and IT ops teams struggle to maintain clear visibility and quickly resolve production issues impacting application performance. They need a comprehensive offering built to simplify issue identification, scope impact, diagnose root cause, and automate remediation regardless of what you need to manage or where it is running.

SolarWinds® Observability is an integrated, full-stack observability solution built to connect data from web applications, their services, cloud, on-premises, hybrid infrastructure—including Kubernetes®, AWS®, and Azure®—databases, networks, and end-user experience to deliver holistic business insights, operational intelligence, and smart automation. SolarWinds Observability can simplify the complexity of managing and monitoring distributed environments and helps DevOps and IT ops teams optimize performance and ensure reliability for business-critical systems.

OBSERVABILITY AS A SERVICE

SolarWinds Observability is designed to collect, connect, and contextualize disparate data types and deliver actionable insights to solve complex business problems. SolarWinds Observability offers users:

- **Holistic visibility, health, and performance status** across a diverse technology landscape, enabling insights into critical business applications and their underlying components, significantly reducing complexity.

- **Logical entity groupings** help you establish responsibility areas for and manage entity relationships, allowing for collaboration through entity management. These help provide contextual relevance to a collection of entities in the SolarWinds Platform.

- **Observability for modern, custom, cloud-native, on-premises, and hybrid web applications** provides actionable intelligence powered by AIOps and enhanced with machine learning (ML).

AT A GLANCE

SolarWinds Observability is built to provide a full-stack solution connecting data points from modern applications, services, cloud, hybrid, and on-premises infrastructures, databases, and networking devices to deliver business insights, operational intelligence, and smart automation.

It helps DevOps and IT ops teams to quickly identify and resolve issues and ensure application systems are always up and performant across complex and dynamic IT implementations.

Built to be simple, secure, and scalable, SolarWinds Observability supports a native open-source framework (OpenTelemetry) and third-party integrations. Through the SolarWinds Unified Data Fabric, it can easily link with SolarWinds Hybrid Cloud Observability and is designed to provide an unparalleled and interwoven view across cloud-native, multi-cloud, hybrid, and on-premises environments to yield increased efficiency and IT responsiveness.

- **Expedited problem identification and resolution** so you can proactively manage complex and distributed environments with a highly correlated single source of truth.

- **Unified data from logs, metrics, traces, database queries, and the user's experience** are built to deliver intelligent insights and increase productivity.

- **AIOps enhanced with machine learning** helps you move from reactive to proactive by prioritizing real problems, filtering the noise, reducing complexity, and increasing focus on urgent issues with real-time insights into the health and performance of applications and services—regardless of how distributed they are or where they run.

- **Simplified management of complex modern applications** so you can focus on innovation and feature delivery.

- **Achieve comprehensive, end-to-end observability** of your on-premises and hybrid IT implementations.

- **Compatible with native, open-source** (OpenTelemetry) standards-based frameworks and a data connector and APIs with third-party integration frameworks.

- **Built-in ecosystem** support to enable partners and integrators to deliver customized solutions.

SOLARWINDS OBSERVABILITY – UNMATCHED OUTCOMES

- **Quick time to value** – Streamlined onboarding helps you get up and running with SolarWinds Observability in minutes.

- **Lightning-fast troubleshooting to help reduce MTTR** – No need to dig through multiple tools and screens. SolarWinds Observability provides insights for related services in topology maps and groupings, making it easier to quickly and visually identify the key elements impacting availability and performance.

- **Information at a glance** – New health score is based on golden metrics and machine learning-based anomalies detected to highlight issues quickly.

- **Customizable views** – New entity groups allow data from multiple sources to be monitored and tracked to tailor the platform to any environment.

- **Maximum coverage with minimal upkeep** – Unified agent management, automated agent updates, and support for OpenTelemetry (OTEL) and agentless monitoring can eliminate most maintenance.

- **Work smarter** – Shared alert creation and management to help reduce repetition. The color-coded alert list helps you focus on what matters and reduce alert fatigue. Unified alert notification supports email, Microsoft® Teams®, Slack®, OpsGenie®, PagerDuty®, Zapier®, ServiceNow®, SolarWinds Service Desk, and Webhook.

- **Right-sized data views** – Unified, out-of-the-box, and customizable dashboards and charts designed to provide a holistic view with the ability to drill down into the underlying data.

ADVANTAGES

- A single, full-stack, unified SaaS platform
- Simple, one-click correlation in context metrics, traces, logs, databases, websites, and more
- Comprehensive visibility across on-premises, cloud, and hybrid IT environments
- Deployment flexibility
- AI/ML built-in intelligence
- Adaptive scalability
- Multiple monitoring entities, including websites, services, servers, VMs, hosts, logs, AWS, Azure, databases, and private networking devices
- Logical entity groupings for holistic health monitoring at any level based on technology, location, or critical business services, to name a few

DIGITAL TRANSFORMATION JOURNEY: OBSERVE EVERY-THING FROM ANYWHERE

SolarWinds Observability offers a cloud-enabled, single view of data no matter where customers are in their digital transformation journey and helps them accelerate their transformation.

SolarWinds Observability integrates with SolarWinds Hybrid Cloud Observability to give you ultimate flexibility to observe from the cloud or inside the firewall so you can leverage data from cloud-native, multi-cloud, hybrid, and on-premises sources for truly comprehensive observability across the entire environment and superior deployment flexibility.

SECURE BY DESIGN

SolarWinds is leading the way to safer IT. Security should be a core competency of all organizations. We are committed to setting a new standard in software development through rigorous adherence to our advanced, multi-layer security framework from software development life cycle (SDLC) to infrastructure and people.

- **Collaborate easily** – A single user interface provides a shared view of the environment, helps eliminate communication challenges, and enables different teams to work together efficiently.
- **Integrates with IT Service management** – SolarWinds Service Desk and ServiceNow® integrations available.

UNIFIED CAPABILITIES OF SOLARWINDS OBSERVABILITY INCLUDE

Applications: Gain comprehensive and detailed code-level monitoring to assess, debug, and troubleshoot application performance with time series metrics and distributed tracing. Ensures the availability and performance of applications and services, specializing in cloud-native, custom, distributed microservices-based applications and commercially written packaged applications.

- Delivers data-rich intelligence on the state of critical business services deployed across multiple cloud-native technologies and providers
- Reduces MTTR to help increase the productivity of high-velocity DevOps teams.

Infrastructure: Ensure the health and performance of cloud-based and on-premises resources, including virtual and physical hosts and Kubernetes® orchestrated containers across multiple cloud service providers.

- Offers data-driven insights allowing AIOps to monitor health and performance across cloud resources proactively.
- Scales seamlessly with broad support for cloud-native and open frameworks and comprehensive support for third-party integrations to better simplify operations.

Logs: Achieve scalable, full-stack, multi-source log management combining broad support, powerful search, log filtering, and built-in integration with application and infrastructure observability (licensed independently), delivering context-rich intelligence to enable teams to troubleshoot smarter and faster, increasing productivity.

- Provides context to event data with analysis of log data across the entire set of cloud applications, services, and infrastructure stack to reduce complexity.
- Simplifies troubleshooting with real-time log tailing and intuitive search across logs to accelerate root cause identification.
- Leverages cloud-native frameworks for easier setup with comprehensive support for cloud-native and open-source.

Digital experience: An integral part of the unified SolarWinds Observability solution, it provides the client-side or end-user perspective of the availability and performance of web applications.

- Includes proactive performance management via automated performance monitoring and alerting for when web applications are running slowly, potentially causing a poor user experience, and catching it before it affects customers.

- Enables global insights into user experience by combining Real User Monitoring with global probes teams can use to experience the application the way the customer does and gain deep insights into how performance affects end-user experience.

Database: Provides performance insights to diagnose and analyze issues using sophisticated root cause analysis. Multi-vendor environment support for databases, such as MySQL®, PostgreSQL®, Microsoft® SQL Server®, AWS Aurora® (PostgreSQL, MySQL), AWS RDS® (PostgreSQL, MySQL), MongoDB®, MongoDB Atlas, and Redis®.

- Encourages better code shipment by showing query responses before and after a deployment event.

- Speeds up outage troubleshooting and diagnosing with correlated query response or behavior to system metrics, and isolate unusual behavior and potential contributing factors within the database to understand the effects.

- Creates a complete view of database health with the ability to track metrics, explore and examine performance outliers, and watch for trends with health summaries and recommendations based on best practices for databases.

Network: Helps create end-to-end visibility across multi-vendor, on-premises, and multi-cloud networks, combined with AIOps with enhanced machine learning-powered analysis of network metrics for insights into the effect of network performance on services and users.

- Comprehensive coverage with auto-discovery to simplify and help ensure setup for network devices, including routers and switch categories, traffic monitoring with network interfaces, and hardware sensor monitoring.

- Gain full visibility into network status and utilization with network device detail views by IP address, machine type, vendor response time, CPU utilization, memory utilization, availability, and packet loss.

- Use top-level metrics to measure and visualize total I/O traffic, total errors, and discards to spot problem areas.

- Drill down for deeper detail into device-level metrics, such as response time, packet loss, CPU, and aggregated statistics from child entities.

- Flexible analysis with the ability to switch between a view of aggregated network flows for given network devices, endpoint-centric views, or source-centric flows to spot outliers.

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software. Our solutions give organizations worldwide—regardless of type, size, or complexity—the power to accelerate business transformation in today's hybrid IT environments. We continuously engage with technology professionals— IT service and operations professionals, DevOps and SecOps professionals, and Database Administrators (DBAs) – to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our THWACK community, allow us to address customers' needs now, and in the future. Our focus on the user and commitment to excellence in end-to-end hybrid IT management has established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.

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30 days, full version

ABOUT LOOP1

Loop1 is a leading global IT Operations Management (ITOM) company specializing in the SolarWinds ITOM product offerings—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, Sri Lanka, and Singapore, the group has more than 100 employees across four continents, clients in more than 60 countries, and 25+ SolarWinds Certified Professional (SCP) engineers, holding 130+ individual certifications.

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