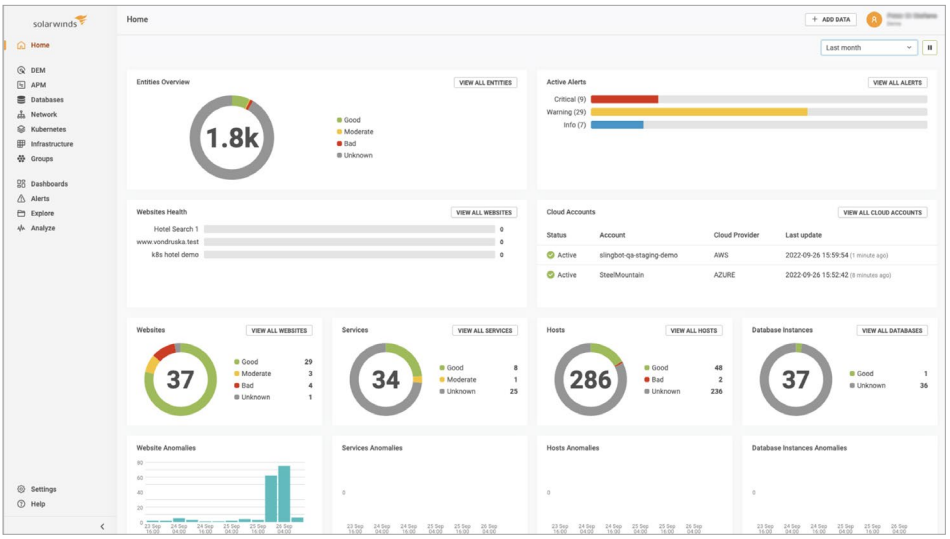
DATASHEET

# SolarWinds Observability

Unified, out-of-the-box, AIOPs-driven intelligence enhanced with machine learning for holistic observability built to optimize performance, user experience, and business outcomes for modern, cloud-native, and hybrid distributed IT 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. An increase in data diversity, together with the sheer volume of data, complicates 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 platform built to simplify issue identification, scope impact, diagnose root cause, and automate remediation.

SolarWinds Observability is an integrated, full-stack observability solution built to connect data from web applications, their services, cloud, and 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 simplifies the complexity of managing and monitoring distributed environments and helps DevOps and IT Ops teams to optimize performance and ensure reliability for business-critical systems.

## AT A GLANCE

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

It helps DevOps teams to quickly identify and resolve issues and ensure applications are always up and performant, regardless of the source, across complex IT implementations.

Simple, secure, and scalable, SolarWinds Observability supports a native open-source framework (OpenTelemetry) and third-party integrations. It easily connects 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 and yield increased efficiency and IT responsiveness.

## 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 all their underlying components, significantly reducing complexity.
- **Logical entity groupings** so you can establish responsibility areas for and manage entity relationships, and collaborate through entity management. These help provide contextual relevance to a collection of entities in the SolarWinds Platform.
- **Observability for modern, custom, cloud-native, and hybrid web applications** provides actionable intelligence powered by AIOps and ML.
- **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** 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.
- **Easy compatibility 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 all the insights for related services together in topology maps and groupings, making it easy to quickly and visually identify the key elements impacting availability and performance.

## ADVANTAGES

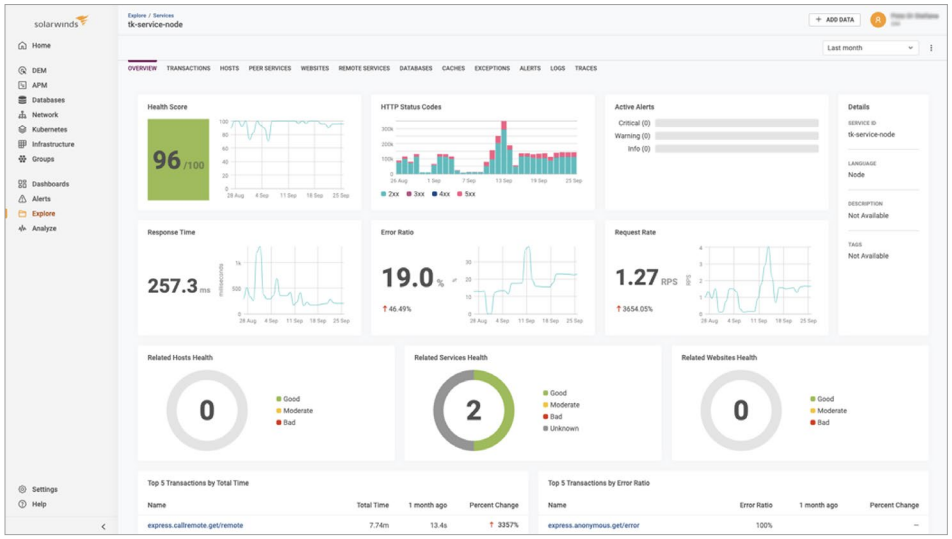
- A single, full-stack, unified SaaS platform
- Simple, one-click correlation in context metrics, traces, logs, databases, websites, etc.
- Comprehensive visibility
- Deployment flexibility
- AI/ML built-in intelligence
- Adaptive scalability
- Multiple monitoring entities, including websites, services,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

## DIGITAL TRANSFORMATION JOURNEY: OBSERVE EVERYTHING 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 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.

- **Information at a glance** – New health score is based on golden metrics and anomalies detected to quickly highlight issues.
- **Customizable views** – New entity groups allow data from multiple sources to be monitored and tracked together to tailor the platform to any environment.
- **Maximum coverage with minimal upkeep** – Unified agent management and automated agent updates, along with support for OpenTelemetry (OTEL) and agentless monitoring, can eliminate most maintenance.
- **Work smarter** – Shared alert creation and management to reduce repetition. 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®, and Webhook. Service management integrations with SolarWinds® Service Desk and ServiceNow.
- **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.
- **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




## SECURE BY DESIGN

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

## UNIFIED CAPABILITIES OF SOLARWINDS OBSERVABILITY INCLUDE

### Application

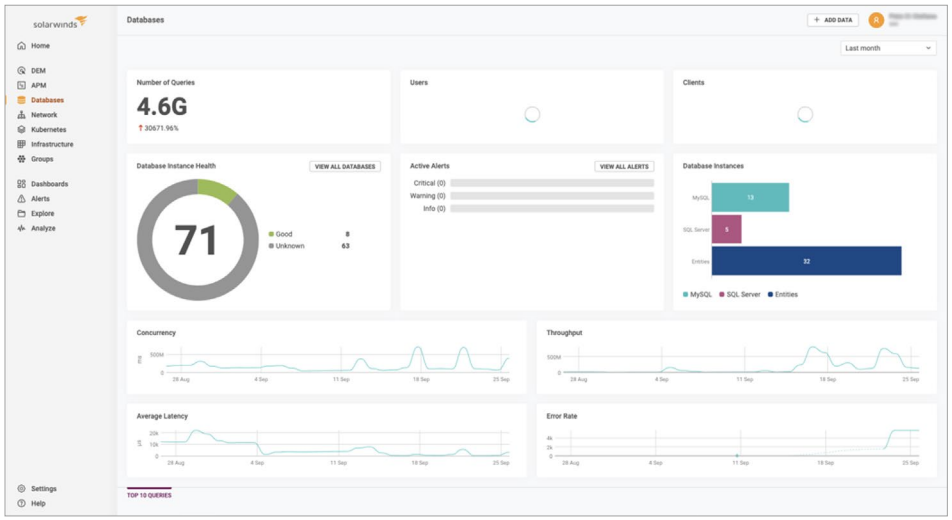
- **Comprehensive code-level monitoring** – Unified dashboards, alerting, and management for full-stack monitoring.
- **Service health and detailed drill-downs** – Health score, response time, volume, error rate, etc.
- **Topology maps** – Visualize the status relationships and dependencies across services. Drill down on the visualization map for details.
- **Distributed tracing** – Automatically ties together the path of an entire request into a trace waterfall and list.
- **Exception tracking** – Provides a summary of exceptions happening within a service context, from the current volume of exceptions, when they started, to which exceptions are most frequent.
- **Live code profiling** – Isolate performance issues down to the line of code during application development and in production.
- **Real-time application metrics** – Time series metrics from AWS and Azure® services, .Net, Java, Node.js, and PHP
- **Utilize powerful, out-of-the-box dashboards and create your own.**
- **Correlate metrics, traces, and logs** to troubleshoot application performance issues quickly and accurately.

### Infrastructure

- **Server, virtual host, and container monitoring** – Native OpenTelemetry Linux agent, and dozens of AWS and Azure services through our API integration.
- **Kubernetes monitoring** – Cluster, Node, Pod, and Container details to provide insights into how your Kubernetes clusters are performing.
- **Host list and grid views** – Service types, number of entities, regions, metrics integrated, and triggered alerts.
- **Host detail views** – Health score and metrics for services and websites. With a single click, drill down into the associated host logs.
- **Out-of-the-box infrastructure metrics chosen by the user** – Includes Kubernetes, AWS, and Azure infrastructure metrics.
- **Correlate infrastructure in context** with database, application, website, etc. entities for quick and accurate troubleshooting.

## Logs

- **Full-stack, multi-source log aggregation** – Search across logs from devices, applications, infrastructure, and databases from a single search bar.
- **Near-real-time** tail and search. Pause and filter incoming events by time, origin, or event details.
- **Advanced search** – Full-text structured and unstructured data, Boolean logic, and customized log grouping.
- **Saved search** – Allows users to save their searches and quickly re-access those relevant searches.
- **Simple log alert creation** – Get notified when the volume of incoming logs exceeds a given threshold.
- **Embedded context** – Clickable links and expandable host details provide instant context around log messages and simplify troubleshooting.
- **Highly responsive observability at any scale** – Built to process large volumes of data to enable fast search across large and complex environments.
- **Customizable log views** – Wide variety of themes and display options to tailor the log viewer experience.
- **Powerful troubleshooting** with correlated logs in the context of service metrics, traces, and database queries.




## Database

- **Query analysis** – Performance analysis of query samples, explain plans, and query tags to optimize database performance
- **Trend analysis** – Compare the performance of top queries over time. Model query performance before and after a deployment to understand the impact

- **Built-in intelligence** – Monitor performance trends, identify outliers and get best practice-based recommendations.
- **Database profilers** – Top K analysis and ranking of various categories of database metrics and create custom dashboards
- **Full-stack tracing** and end-to-end view from the query through the application to help simplify root cause identification.

## Digital Experience

- **Geo-focused monitoring** – Global availability and response time monitoring by region, country, and city to know how users in an area experience a website or web application
- **Website overview** – Health score, uptime status, and active alerts by website or web application
- **Website detail views** – Health score history, related hosts and services, topology maps, and associated traces for a deeper understanding of performance
- **Powerful HTTP and HTTPS availability** and response time endpoint insights run as frequently as every 60 seconds to ensure key web properties are available and performant.

## Network

- **Comprehensive coverage** – Monitor all network devices, including routers and switch categories, traffic monitoring with network interfaces, storage, and hardware sensor monitoring. Auto-discovery simplifies setup and helps ensure monitoring coverage.
- **Top-level metrics** – Measure and visualize total I/O traffic and total errors and discards to spot problem areas.
- **Drill down into devices** – Device-level metrics, such as response time, packet loss, and CPU, as well as aggregated statistics from child entities, provide deeper detail.
- **Flexible analysis** – Switch between a view of aggregated network flows for given network devices, endpoint-centric views, or source-centric flows to spot outliers.
- **SolarWinds Orion Platform-compatible** – Leverages the Orion collector as a SolarWinds Observability network collector to provide battle-tested network expertise.

## ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network 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 our commitment to excellence in end-to-end hybrid IT management have 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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*To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx*