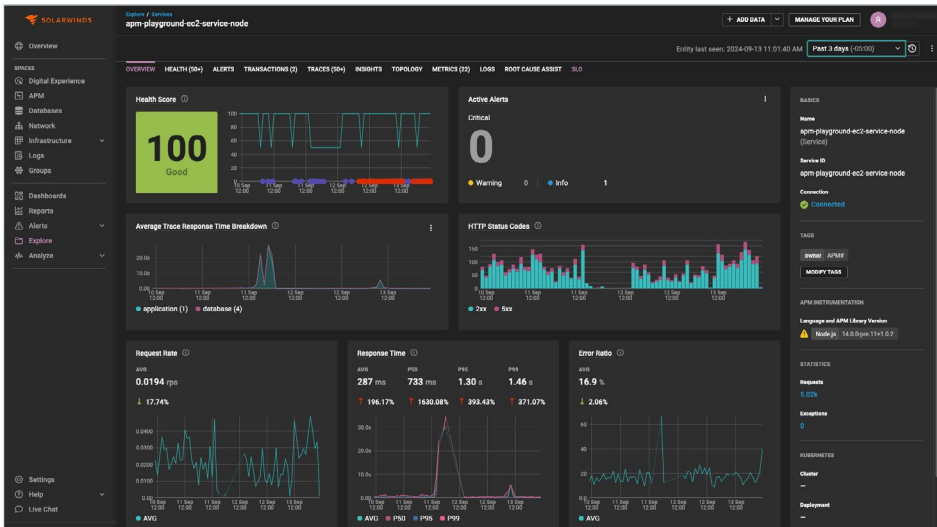


# SolarWinds Observability SaaS



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 evolution of innovations such as containerization, microservices, and serverless, combined with the adoption of modern, cloud-native, multi-cloud, hybrid deployments and open-source frameworks have made modern IT 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, ITOps, CloudOps, and DevOps 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 causes, and automate remediation regardless of what you need to manage or where it is running.

**SolarWinds® Observability SaaS** 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 helping ITOps, CloudOps, and DevOps teams optimize performance and increase reliability for business-critical systems.

## AT A GLANCE

SolarWinds Observability SaaS is built to provide a full-stack solution. It connects 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.

This solution helps DevOps and ITOps teams quickly identify and resolve issues, helping to 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.

## OBSERVABILITY AS A SERVICE

SolarWinds Observability SaaS 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 Observability solution.
- **Observability for modern, custom, cloud-native, on-premises, and hybrid applications** provide actionable intelligence powered by AIOps, integrated generative AI and enhanced machine learning (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, and traces across hybrid technology stacks, and the user experience is built to deliver intelligent insights and increase productivity.
- **AIOps enhanced with machine learning and generative AI** 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, cloud-native, 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.

## ADVANTAGES

- A single, full-stack, unified SaaS-delivered solution
- Simple, one-click correlation in context metrics, traces, logs, databases, websites, and more
- Comprehensive visibility across on-premise, Cloud, and hybrid IT environments
- Deployment flexibility
- SolarWinds® AI – AI/ML built-in intelligence with integrated generative AI
- 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

### Monitor and Observe Everything From Anywhere

SolarWinds Observability SaaS enables customers to manage their on-premise, hybrid, or cloud-native ecosystem with a single view of data no matter where they are in their digital transformation journey and helps them accelerate their transformation.

With SolarWinds Observability SaaS, customers select how they want to monitor and observe on-premises behind a firewall, in their own Azure or AWS instance, in a self-hosted implementation, in a SaaS-delivered solution, or in some combination. SolarWinds Observability provides truly comprehensive observability across the entire environment with ultimate 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.

[Learn More →](#)

[Visit our website](#)

## SOLARWINDS OBSERVABILITY SAAS: 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 SaaS 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** – A single pane of glass across diverse technologies provides you a comprehensive and interactive view of your IT environment that uses AI Ops and machine learning to highlight anomalies and surface 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.
- **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.
- **Build intelligence over time** – SolarWinds AI, with generative AI capabilities, is ever-evolving. It continuously adds more intelligence, prediction, automation, and optimization and helps deliver a superior user experience.

## UNIFIED CAPABILITIES OF SOLARWINDS OBSERVABILITY SAAS INCLUDE

**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.

**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.

**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 isolates 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.

**Try It Free** →

30 days, full version

**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.

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

- Includes proactive performance management via automated performance Monitoring, end-to-end transaction monitoring, and smart alerting to identify a potential issue and catching it before it affects customers.
- Enables global insights into user experience by combining Real User and synthetic transaction 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.

**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.

**AIOps (Artificial Intelligence for IT Operations):** SolarWinds AIOps helps transform how organizations manage and optimize their IT environments. With continuous learning, generative AIOps capabilities tailor thresholds, alerts, and fine-tune automation. New AIOps capabilities include:

- Predictive capabilities to proactively prevent issues before they impact customers.
- Machine learning-based log pattern analysis to improve decision-making.
- Root Cause Assist functionality to simplify and expedite troubleshooting and reduce MTTR
- Machine-learning based anomalous alerting and intelligent alert clustering to reduce alert noise and increase focus on real problems.

## 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](http://www.solarwinds.com).



*For additional information, please contact SolarWinds at [866.530.8100](tel:866.530.8100) or email [sales@solarwinds.com](mailto:sales@solarwinds.com). To locate an international reseller near you, visit [SolarWinds Partner Page](#).*

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