

# SolarWinds Observability

Unified, out-of-the-box, AI/ML-driven intelligence 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.

## 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.



## 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. Through the SolarWinds Unified Data Fabric, it easily links 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.

- **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.
- **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

## 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.

## 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 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.

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

**Infrastructure:** Ensures 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 proactively monitor health and performance across cloud resources
- **Scales seamlessly** with broad support for cloud-native and open frameworks and comprehensive support for third-party integrations to better simplify operations

**Logs:** 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 enabling 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 reduces complexity
- **Simplifies troubleshooting** with real-time log tailing and intuitive search across all logs to accelerate root cause
- **Leverages cloud-native frameworks** for easy 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 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 impacts customers
- **Enables global insights into user experience** by utilizing probes that can be implemented worldwide to provide insights into users' perspectives on availability and performance

**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 impacts
- **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 impact of network performance on services and users.

- **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, packet loss
- **Insights into network performance and capacity** with interface speed, in and out percent utilization average, average availability, active alerts, drill down into history—availability, percentage utilization, byte totals, discards, errors
- **Analyze and optimize network traffic with network flows** by showing the top 10 endpoints by ingress and egress bytes



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To locate an international reseller near you, visit [http://www.solarwinds.com/partners/reseller\\_locator.aspx](http://www.solarwinds.com/partners/reseller_locator.aspx)

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