

## BUYER'S GUIDE

# WHY IS SOLARWINDS SAM A SMART INVESTMENT FOR YOUR TEAM?

SolarWinds® **Server & Application Monitor (SAM)** lets you monitor the health, availability and performance of your applications and server infrastructure (physical and virtual). SAM alerts you about performance issues helping you to act proactively before your end-users and business services are impacted. SAM supports **more than 200 applications** out of the box. Easily extend monitoring to any custom or home-grown application.

## HOW SOLARWINDS SAM HELPS IT TEAMS



### Speed Up Troubleshooting and Time-to-Resolution

SolarWinds SAM provides gives you the metrics you need to identify application performance issues. No need to sort through heaps of data. SAM's monitoring dashboard gives you critical health metrics right at your fingertips.

- Visualize applications and servers on topology maps and intuitive dashboards for quick analysis.
- Understand application dependencies with other IT layers, including servers, virtualized infrastructure, and storage systems.
- Eliminate false positives with intelligent alerts based on statistical thresholds, sustained alert conditions, and baseline data.
- Gain access to top 10 views with SAM's dashboard. Easily monitor top 10 components and nodes via high CPU, memory, latency, and other health metrics.



### Quick Access to Detailed Performance Metrics & Remediation Actions

Easily drill down from high-level health indicators to detailed performance metrics. In a single click, you can explore and diagnose the root cause of an application issue. There are out-of-the-box templates to readily monitor 200+ enterprise applications. Built-in remediation actions help you easily troubleshoot some common issues.

*For example:*

If you find any website issues (running slow or down), go to the IIS™ server hosting the site. Check the processes, services, CPU, memory, network traffic, connections, cache, page requests, etc. See event logs for any errors. Find out if the application pool associated with the site is having trouble. Easily restart the application pool or the website in a single click to resolve the issue. If there are any issues with the server running IIS, you can remotely reboot the server or terminate the rogue processes that are eating up CPU and choking server performance. You can do this all and more using SAM.



### Proactive Alerting vs. Reactive Firefighting

It is often difficult to understand the cause of application downtime, or discover how long the application has been down. You can avoid such scenarios using SolarWinds SAM. Set up intelligent alerts based on predefined warnings and critical thresholds for application health metrics to be warned when something is about to happen.

Easily customize out-of-the-box alerts or build new alerts based on custom criteria. Eliminate false positives by customizing alerts to trigger only for correlated events (only when X and Y events happen simultaneously), group-based alerts (only when all objects of the group go down), and only when an error exists for a sustained period of time.

“SharePoint web portal wouldn't launch. Checking on SAM led me to identify where the issue was, and that was the IIS server. I restarted IIS, and the SharePoint application was able to run.”

*Hezekiah Omulo,  
IT/Systems Administrator,  
Kemri - Wellcome Trust Research  
Programme*



## Smarter Hardware Investment & Better Business Decision

SolarWinds SAM helps you track key server resource metrics, such as CPU, memory, disk, and network. Visualize utilization trends over time and forecast when you will run out of capacity. This helps you know exactly when you need to procure more hardware for your servers, or when you can optimize your existing infrastructure to support server workload.



## Increased Efficiency & Productivity for IT Pros

SAM delivers the automation needed to simplify your administration tasks. You will spend less time managing the monitoring tool and more time resolving issues. SAM lets you:

- Schedule automated discovery of applications and servers
- Automate assigning templates for monitoring
- Automate alerting based on custom conditions
- Automate reporting by various delivery methods, including email



## Don't Spend Time & Effort Managing Your Monitoring Tool

Do you spend more time setting up your current monitoring tool? Do you spend significant time building scripts and maintaining them? Do you spend a lot of time managing your current monitoring tool? Do you use different monitoring tools for different applications?

You don't have to worry about juggling various tools and developing and maintaining custom scripts to monitor applications. With support for **more than 200 out-of-the-box applications**, SAM can be your single go-to solution. Easily import your existing custom scripts (Nagios or any other script) into SAM without having to build new scripts from scratch. SAM takes less time to set up and customize, so you have more time for actual troubleshooting.

## ECONOMIC BENEFITS TO YOUR ORGANIZATION



### Avoid Paying the Cost of Downtime

Application downtime costs your business money. If your website and specific applications are an important contributor to your revenue, that's a direct hit. If application downtime affects clients and end-users, that downtime impacts your overall business.

SAM monitors the availability and performance of applications and server infrastructure, providing you with key health metrics that help you improve service reliability.

Proven Results:

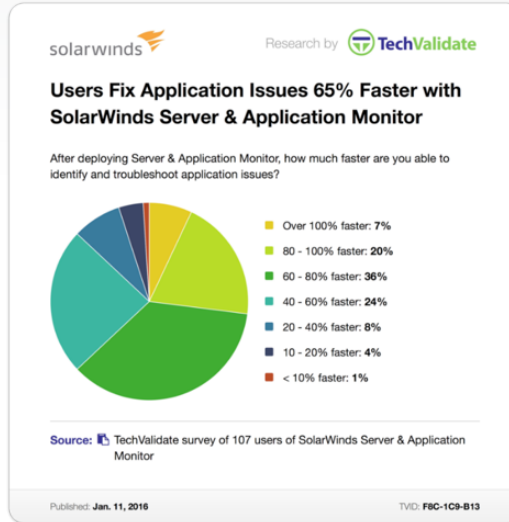
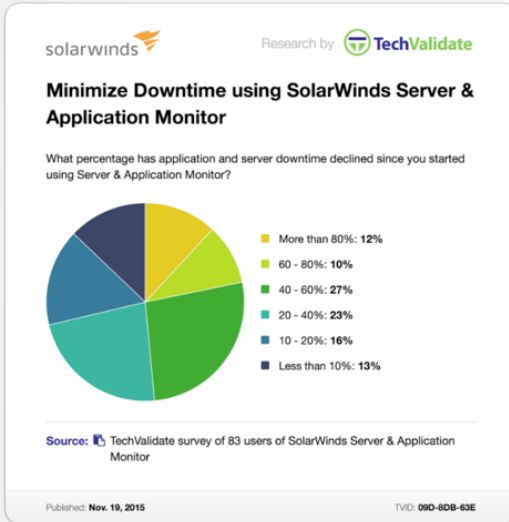
- Sharonview Federal Credit Union reduced downtime by **over 80%**.
- Skanska AB reduced application downtime by **60-80%**.
- Intrepid USA Health Care found the root cause of application issues **100% faster**.
- Cari-Med Limited identified application issues **80-100% faster**.

"Something that may take 30 minutes in Nagios takes only 3 minutes in SolarWinds SAM."

*Ed Bowling,  
Sr. Systems Administrator,  
Zodiac Inflight Innovations*

"SolarWinds SAM allows for proactive resolution of possible application downtime causing problems."

*Percy Sibanda,  
Chief Information Officer,  
Zimplats Holdings Limited*



## Increased Return on Investment (ROI)

SAM users are able to see a quick return on their investment in just a few months. This can be evaluated in different ways:

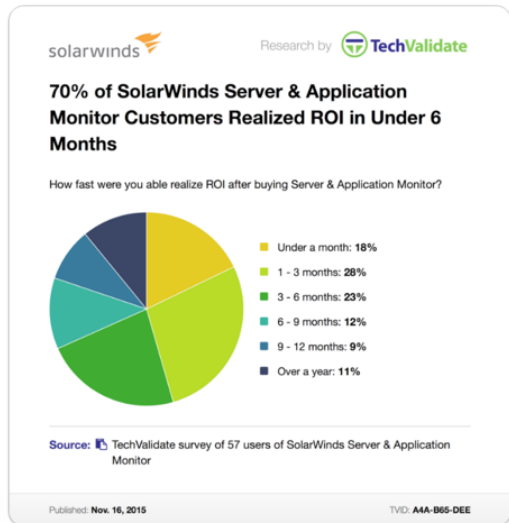
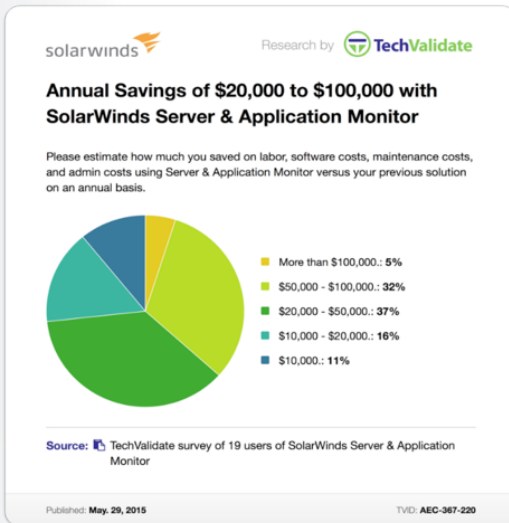
- Reduced cost and impact of downtime
- Faster time to resolution
- Time savings for IT pros in diagnosing application issues

Proven Results:

- Ajman eGovernment realized ROI in **less than a month** after buying SAM.
- The GBS Group realized ROI between one and three **months** after buying SAM.

"I justify the ROI by preventing unexpected downtime. With SAM, we can see when core applications need attention and can schedule maintenance windows that don't impact the business units."

*Dan Turner,  
Chief Information Officer,  
Per Mar Security Services*



Check out:

- [SAM ROI Infographic »](#)
- [SAM ROI Calculator »](#)
- [Customer Cost Savings »](#)

## Reduced Total Cost of Ownership (TCO)

SolarWinds SAM is an affordable application performance monitoring tool. SAM delivers the critical functionality you need to detect and remediate application and server issues at a fraction of the cost of bloated enterprise solutions. SAM is offered as a perpetual license. The initial cost of purchase includes first year maintenance and support, which is typically less than enterprise software suites' annual renewal fees.

There are no professional services required for SAM deployment. IT pros can typically download and deploy SAM in about an hour. There is no need to have dedicated personnel manage SAM. It's so easy to use, anyone from the IT team can learn it themselves, eliminating the need to invest in personnel training and management overhead.

Proven Results:

- Cardinal Health realized **savings of over \$1 million** in the first year, and over \$500,000 each year after in software maintenance costs over their previous solution.
- Duane Morris LLP realized savings of **\$50,000 – \$100,000** on an annual basis on labor and software and maintenance costs.

## WHY SAM IS THE RIGHT TOOL FOR YOU

### SysAdmin/Engineer/Analyst

SAM gives you complete control over your heterogeneous applications and server (physical and virtual) environment. It gives you critical performance statistics at your fingertips, which helps you resolve IT issues faster. Monitoring templates, alerts, reports, and more are yours, right out of the box. You can also customize SAM to monitor any custom or homegrown application.

"The built-in templates in SAM have been very useful because I don't have to create a component monitor by myself; everything is out of the box. It is the most complete tool I have used. I would say that it will make your job easier, no doubt."

*Enrique Villalta, Systems Administrator, Logistik Unicorp, Inc.*

### Network Admin/Engineer

Stop getting blamed for applications running slow. SAM tells you what application is slow or down, and why. The blame game between network and systems teams ends here. If you already have SolarWinds **Network Performance Monitor**, adding SAM gives you a unified NOC to monitor both networks and systems infrastructure.

"SolarWinds SAM solves real-world problems by assisting with monitoring and being able to make strategic decisions. This is a great product for monitoring your application and server environment."

*George Mason, Network Engineer, Cari-Med Limited*

## Virtualization Admin

See the health of the applications running on your virtualized environment. Before deciding to provision more resources to a VM, you can see what applications are running and whether you can move some of them to other VMs. If you already have SolarWinds [Virtualization Manager](#), SAM is a natural complement to it. You can easily distinguish if an application issue is due to the physical or virtual infrastructure. The AppStack™ dashboard further tightens the integration.

“On a number of occasions, SAM has helped us troubleshoot performance issues with virtual machines. SAM allowed us to discover that a storage area network or other bottlenecks were causing the issue.”

*James Spencer, IT/Systems Administrator, Ideal Integrations*

## Database Administrator

SAM delivers critical performance metrics to monitor the health and availability of databases in the context of applications, and in relation to other system metrics. Leverage built-in templates and metrics to monitor various databases, including SQL Server®, Oracle®, DB2®, MySQL®, PostgreSQL™, MongoDB®, and more. Identify server hardware issues and resource capacity bottlenecks for faster troubleshooting. For deep database wait-time analysis and performance tuning, use SolarWinds [Database Performance Analyzer](#).

“Database latency due to delayed rights and poor SQL statements identified by SAM allowed us to quickly identify and resolve the problem.”

*Roger Blakely, IT Director, Hulu, LLC*

## IT Generalist

If you wear multiple hats in your IT role and are responsible for a wide range of things and application performance management is one of them, then SAM is what you need. Without having to use multiple tools to monitor different applications and server hardware, SAM can be your affordable one stop shop solution for systems monitoring—which is easy to deploy, customize and use.

“Every time that we have a location call in and say that they can't reach the Internet or a network resource, we turn to SAM to begin troubleshooting. SAM saves us so much time diagnosing problems found in our local network, as well as locations that are not close to our home office.”

*Mitchel Buchan, IT Professional, Kingston Healthcare Company*

## Help Desk Admin

You don't have to wait for the end-user to create a ticket when they are experiencing an application issue. When integrated with your help desk, SAM will automatically create a trouble ticket upon node failure. The help desk and SysAdmin teams can improve collaboration and deliver faster ticket resolution. Ask your SolarWinds sales engineer about help desk integration with SAM.

"After deploying SAM, we are able to react to and resolve 'down' applications before the customer has time to call the Service Desk or open a trouble ticket."

*Don Ward, IT Manager, TopBuild Corp*

## IT Manager

SolarWinds SAM gives you the right level of management reports you need to keep track of the health of your IT environment. You can easily set up custom views to see critical metrics on the dashboard, or schedule key report delivery, right to your inbox.

Open source monitoring tools are not free as you would generally assume. It takes time and effort to set up, customize, and manage multiple tools and maintain custom scripts. Use SAM to lower the cost per hour of your team members. Let your IT professionals focus on more important administration tasks by using SAM to simplify and automate your monitoring system.

"SAM makes it simple to assess the health of the applications and servers."

*Pete Garyga, IT Manager, Derbyshire Fire & Rescue Service*

## SOLARWINDS SAM - AWARDS & RECOGNITION



Contact [sales@solarwinds.com](mailto:sales@solarwinds.com) to learn more about SolarWinds Server & Application Monitor and set up a personalized demo with our product engineers.

Try the free [online demo](#), or download the fully functional [30-day free trial](#).

Visit [solarwinds.com/sam](http://solarwinds.com/sam).

## Additional Resources

- [Supported Applications »](#)
- [SAM Datasheet »](#)
- [SAM Case Studies »](#)
- [SAM Customer Reviews »](#)
- [SAM Licensing Guide »](#)
- [SAM Onboarding Guide »](#)
- [SAM Training Videos »](#)