



LM Accelerate Platinum



Our Professional Services team accelerates your LogicMonitor time-to-value through a tried-and-true implementation workflow with your team. LogicMonitor product experts take a deep look at your business requirements and current monitoring solutions to help your team onboard LogicMonitor with tailored guidance and deployment assistance for your unique environment.

Best fit if you're looking for:

- Priority on speed-to-value
- Go-live in 12 weeks
- Go-live best practices
- A single-team engagement

Customer Preparation

1. Identify one or more customer LM admins with availability to engage and regularly meet with the Professional Services team
2. Review [Implementation Readiness Recommendations for Enterprise Customers](#)
3. Review [Top Dependencies for LogicMonitor Enterprise Implementation](#)

What's Included

- Access to pre-implementation training modules
- Consultation to optimize your LM environment
- Dedicated project team
- Customized project plan
- Up to twenty-four 2-hour working sessions
- Selection of up to 8 customer focus areas (e.g., custom dashboards, API guidance, etc)
- Expert future-proofing & growth planning guidance

Our Approach

Our consultative implementation style is designed to give admins the knowledge they need to extend the platform to meet business needs, optimize day-to-day use of LogicMonitor, and learn best practices from experts. Along the way, we'll review the areas foundational to using LogicMonitor, as well as focus on topics most important to your team.

Your Professional Services implementation will be led by:

Project Manager

- Manages project plan, tasks and milestone status
- Handles project team communication and scheduling
- Ensure scope alignment and project success

Solutions Engineer(s)

- Primary technical contact and LM expert
- Provides knowledge transfer and best practices in working sessions
- Executes tasks in the customer's LM portal

Solutions Architect: product expert responsible for designing technical solutions

- Advanced technical experience
- Point of escalation for complex tasks
- Ensures scope alignment and project success

IMPLEMENTATION MILESTONE	PRODUCT AREA OR FEATURE <i>(see Limitations and Definitions below for additional info)</i>
Pre-Implementation	Access to 2-hour self-paced LogicMonitor administrator training module
Onsite Workshop (Optional)	<p>Professional Services will facilitate a workshop in your offices to deliver hands-on, focused sessions with your technical team.</p> <p>Onsite Details</p> <ul style="list-style-type: none"> • One 2-day onsite workshop at the customer's location • LogicMonitor attendees include (but are not limited to) 1 PS Solutions Engineer and 1 PS Project Manager • Planning and prep sessions to develop agenda in accordance with project plan <p>The customer's onsite technical team should include:</p> <ul style="list-style-type: none"> • Designated LogicMonitor administrators • ITOps domain experts • Other key decision-makers or stakeholders <p>Note: Travel logistics, location feasibility, and availability may vary. All related travel expenses included in additional fee.</p>

IMPLEMENTATION MILESTONE	PRODUCT AREA OR FEATURE <i>(see Limitations and Definitions below for additional info)</i>
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Foundation

Collectors	<ul style="list-style-type: none"> Collector groups Auto Balanced Collector Groups Collector down alert: enablement Collector network communication Collector size selection Collector failover
User Access	<ul style="list-style-type: none"> Single sign-on User creation
Resources	<ul style="list-style-type: none"> Static device groups Dynamic device groups Device properties: assignment Device import: manual Device import: advanced NetScan CSV Device import: basic NetScan Device Import: advanced NetScan ICMP ping Netflow analysis: enablement
Websites	<ul style="list-style-type: none"> Website groups Standard Web Check: basic up/down Standard Web Check: basic login form Standard Web Check: whitelisting Ping Check
LM Cloud	<ul style="list-style-type: none"> Cloud account import overview - AWS, Azure or Google Cloud Platform

Monitoring & Alerting

Alerts	<ul style="list-style-type: none"> Alert Threshold Tuning Alert routing Alert rules Escalation chains Recipient groups Alert deficiency remediation Alert storm remediation Root Cause Analysis External Alerting
LogicModules and LM Config	<ul style="list-style-type: none"> SNMP SysOID map LogicModule repository update (LM Exchange) Core LogicModule creation & modification
Visualization	<ul style="list-style-type: none"> Auto-dashboard import & customization Report Groups Standard Reports

IMPLEMENTATION MILESTONE	PRODUCT AREA OR FEATURE <i>(see Limitations and Definitions below for additional info)</i>
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Customer Focus Areas (Choice of up to 8 included)

Hybrid Monitoring Guidance <i>(can be selected more than once)</i>	1-hour review of feature and provide best practices in a working session to guide customers on ONE topic of their choice: <ul style="list-style-type: none"> • LM Cloud (Azure, AWS, or GCP) • LM Config (Limited to standard LM offerings) • LM Container (Docker or Kubernetes)
LM Service Insights Creation	PS deployment of up to 2 Service Insights. <i>Customer to identify and provide use cases/business needs.</i>
Basic Alert Integration	PS configuration of 1 out-of-the-box Autotask, ConnectWise, PagerDuty, ServiceNow, or Slack Alert Integration. <i>Customer to provide active assistance as related to authentication RAW data and API endpoints.</i>
Dashboard Creation	PS configuration of 1 custom Dashboard with up to 5 Widgets. <i>Customer to identify and provide use case. Dashboards/widgets are limited to resource metrics that are already being collected and do not require new datapoints or datasources.</i>
Advanced LogicModule Creation	PS deployment of 1 JDBC, WMI or SNMP DataSource, with up to 5 Datapoints. <ul style="list-style-type: none"> * JDBC: End-point URL and SQL queries are customer responsibility; LM creation of table or SQL queries for specific monitoring needs is not included. * WMI: Limited to data exposed by standard WMI classes; customer to assist in identifying "namespace" & "WMI classes". * SNMP: MIB to be provided by customer, with the identification of at least 1 data point.
REST API Deep Dive	1-hour working session to review LM REST API endpoints and usage best practices. <i>Customer to identify and provide use case/s</i>
Traffic Flow Deep Dive	1-hour working session to review features and provide best practices on how to receive and view NetFlow, IPFIX, sFlow or JFlow data in LogicMonitor
Topology Map Creation	PS deployment of 1 Topology Map with up to 10 Resources. <i>Limited to available topology sources imported from Core Repository. Map creation of monitored resources is limited to resources that are identified through ERIs and ERTs.</i>
Root Cause Analysis	PS deployment of 1 root cause analysis configuration

Customer-Owned Deployment

Professional Services will offer Guidance for the following LogicMonitor product areas, in Working Sessions. The product areas will require customers to deploy during LogicMonitor implementation.

PRODUCT AREA	GUIDANCE	DEPLOYMENT
Collectors <ul style="list-style-type: none"> Provision servers and installing Collectors 	✓	Customer-Owned
User Access - Users <ul style="list-style-type: none"> Adding User accounts 	✓	Customer-Owned
Devices <ul style="list-style-type: none"> Collector Device inventory and gathering or configuring monitoring credentials 	✓	Customer-Owned
Devices - LM Cloud <ul style="list-style-type: none"> Configuring AWS, Azure or GCP instance monitoring 	✓	Customer-Owned
Devices - LM Container <ul style="list-style-type: none"> Configuring Kubernetes clusters for monitoring Configuring Docker swarms Configuring MS Containers 	✓	Customer-Owned

Out of Scope

PRODUCT AREA	GUIDANCE	DEPLOYMENT
CMDB Integration *	✗	Not included
Websites - Script Web Checks ***	✗	Not included
Complex LogicModule Creation <ul style="list-style-type: none"> Script DataSource Any ConfigSource Script EventSource Any PropertySource Any TopologySource 	✗	Not included

Limitations and Definitions

Basic Web Check:

Basic Web checks are defined as non-scripted web checks and are limited to internal/external checkpoints with access to the endpoint.

Basic LogicModule:

Basic LogicModules are new modules built by Professional Services. *cont.d on next page*

Basic LogicModule creation is limited to the following types:

- Webpage DataSource (single instance with 3 datapoints only)

Limitations and Definitions Cont.

- Log File EventSource
- SNMP Trap EventSource
- Syslog EventSource
- Windows Event Logging EventSource

Core LogicModule:

Core LogicModules are out-of-the-box Modules provided by LogicMonitor.

Core LogicModules are limited to modification only, with the following covered areas:

- Adding or modifying DataSource Datapoints
- Adding or modifying DataSource Datapoint alert thresholds
- Adding manual instances to a multi-instance DataSource
- Adding or modifying ConfigSource Config Checks
- Adding or modifying DataSource or EventSource Alert Messages
- Adding or modifying DataSource or EventSource Filters

Reports:

- Includes out-of-the-box reports only
- Does not include dashboard report creation