

# LM JumpStart™

LM JumpStart is designed to help new clients deploy LogicMonitor as quickly and effectively as possible. Throughout a process of guided implementation, you'll work closely with our team of experts to architect a solution that is uniquely tailored to your business processes and and strategic goals.

## Benefits

### Rapid ROI

You came to us in search of a monitoring solution. Implementation guided by a team of experienced LM Solution Engineers creates faster time to value for your investment.

### Knowledge transfer

Our experts act as an extension of your organization. They know LM better than anybody and will work directly with your team throughout the process.

### Organization-wide adoption

The comprehensive training component creates experts inside your organization to sustain the future success of your monitoring platform.

### Long-term success

Getting deployed according to best practices means your monitoring platform will be built on a solid foundation ready to evolve with your business.

## LM JumpStart includes five phases:



### TRAINING

Advanced administrator and end-user training for your team



### DISCOVERY

An LM expert works to understand your technical infrastructure, business goals, and desired outcomes



### DESIGN

Your objectives and business processes are used to create the specs of a fully customized deployment plan



### DEPLOYMENT

LM team works closely with you to execute deployment of the platform into your environment



### 90-DAY HEALTH CHECK

Up and running, your account is tested against more than 50 best-practices and final adjustments are made

You know your business. We know LogicMonitor.

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## Implementation Schedule

Phase	Components
<b>Training</b>	<ul style="list-style-type: none"> <li>• Advanced pre-implementation administrator training</li> <li>• End-user training provided by your Customer Success Manager</li> </ul>
<b>Discovery</b>	<ul style="list-style-type: none"> <li>• Identify key resources</li> <li>• Analysis of technical infrastructure and business processes</li> <li>• Capture infrastructure monitoring requirements</li> <li>• Identify goals and project timeline</li> <li>• Prepare LogicMonitor and environment</li> </ul>
<b>Design</b>	<ul style="list-style-type: none"> <li>• Collector topology design</li> <li>• Device group design</li> <li>• Device discovery / import from incumbent tool</li> <li>• Website group design</li> <li>• Web Check and Ping Check design</li> <li>• Role-based access control design</li> <li>• Dashboard and report design</li> <li>• Alert threshold design</li> <li>• Alert-based integration design</li> <li>• Alert routing design</li> </ul>
<b>Deployment</b>	<ul style="list-style-type: none"> <li>• Collector deployment consultation</li> <li>• Build device groups</li> <li>• Import devices in one or more phases</li> <li>• Verify data collection across all devices</li> <li>• Alert tuning consultation</li> <li>• Define roles and enable SSO</li> <li>• Configure and test alert delivery</li> <li>• Build dashboards and reports</li> </ul>
<b>90-day Health Check</b>	<ul style="list-style-type: none"> <li>• LM assessment to determine platform optimization</li> <li>• Review of strategic goals</li> <li>• Identify additional training and services that may be uniquely helpful</li> </ul>



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## Terms & Conditions

### WHAT'S INCLUDED

- Single-team onboarding
- Professional Services Project Manager and Solutions Engineer to engage with your team
- Comprehensive, guided implementation by Professional Services through discovery, design and deployment
- Collaborative working sessions between the Professional Services Solutions Engineer and your technical experts
- Project tasks completed by the Solutions Engineer
- Offline research and evaluation by the Solutions Engineer

### OUT OF SCOPE

The following items are not included within LM JumpStart and are subject to scoping in a separate Professional Services engagement.

- **Custom LogicModules** - delivery of any new, unique DataSources, EventSources, PropertySources, etc.
- **Custom Integrations** - delivery of any external product integrations that use the LM REST API (CMDB integration, BI tool integration, etc.)
- **Custom HTTP Delivery Alert-based Integrations**
- **Automation** - delivery of any Puppet, Docker, Chef, etc. automations
- **Migration of alert thresholds from incumbent tools**
- **Scripted NetScan policy**
- **Scripted Web Checks**
- **Multiple-team on-boarding** - implementation across multiple departments or teams of experts
- **Administration or configuration of systems outside of LogicMonitor**

### HOURS USAGE

LM JumpStart incorporates billable time by a Professional Services Solutions Engineer for working sessions, tasks, research and project management. These hours:

- Commence at project kickoff
- Expire **6 months** from kickoff
- Cannot be rolled over into additional, separate requests for Professional Services

### PROJECT MOMENTUM

During an LM JumpStart engagement, project communication and delays are handled as follows:

- Response to all inquiries will occur within 2 business days
- If multiple attempts to communicate result in a lack of response (2 or more attempts within 10 business days) PS will move the project status to **inactive**, escalating to the Customer Success Manager for follow-up
  - You may elect to **re-activate** the project within 6 months of kickoff date (see hours usage), providing at least 5 business days' notice to the Customer Success Manager

### PROJECT COMPLETION

To complete a LM JumpStart engagement, we will assume the following:

- **Delivery Notice** - upon the completion of agreed-to deliverables by the Solutions Engineer, you will be emailed a Delivery Notice with a default, 5 business day user acceptance testing (UAT) period
- **Completion Notice** - upon the completion of the UAT period, if no response is received, a Completion Notice will be emailed out, effectively marking the LM JumpStart engagement complete.