



# LM Accelerate Platinum

Our Professional Services team accelerates your LogicMonitor time-to-value through a core implementation with your team. LogicMonitor product experts take a deep look at your requirements and current monitoring solutions to help your team onboard with LogicMonitor through delivery of advanced training, guidance, and deployment assistance.

## Ideal For

- Customers seeking LogicMonitor go-live within **12 weeks**
- **Single-team** engagement with Professional Services
- **1500+ devices** to import by go-live
- **Up to 4 [Device Technology Categories](#)** to monitor by go-live
- **Any LM Add-Ons** purchased (LM Cloud, LM Config, LM Container, LM Service Insight)

## Customer Preparation

1. One or more customer LM admins with availability to engage with Professional Services
2. Review [Implementation Readiness Recommendations for Enterprise Customers](#)
3. Review [Top Dependencies for LogicMonitor Enterprise Implementation](#)

## What's Included

- Up to **12 weeks** of consultative LogicMonitor implementation
- **Single-team** engagement with Professional Services
- Up to **2** two-hour Working Sessions per week with our experts
- **Comprehensive** LogicMonitor product area review and consultation
- Project management and task tracking

## Our Approach

Our consultative implementation project is designed to give your LM admins the appropriate knowledge they need from our experts. The services we offer through this Professional Services engagement are:

- **Discovery** - gathering your use cases and requirements
- **Verification** - assistance with or validation of LogicMonitor configuration plans
- **Guidance** - providing best practices, training or LogicMonitor configuration examples
- **Deployment Assistance** - executing configuration tasks in your LogicMonitor portal

Your Professional Services implementation will be led by:

- **Technical Trainer** - product expert responsible for providing advanced administrator training
- **Project Manager** - accountable for coordination, scheduling and status reporting of the engagement
- **Solutions Engineer(s)** - product experts responsible for providing the services offered

| Implementation Order               | Product Areas and Services   |
|------------------------------------|--|
| <b>Pre-Implementation Training</b> | 1.5-hour LogicMonitor administrator training   |
| <b>Onsite Workshop</b>             | <p>Professional Services will facilitate a workshop to deliver hands-on, focused sessions with the customer's technical team.</p> <p><b>Onsite Details</b></p> <ul style="list-style-type: none"> <li>• One 3-day onsite workshop (with travel considerations and schedule availability) at the customer's location (Domestic Only)</li> <li>• Travel expenses</li> <li>• 1 Solutions Engineer and 1 Project Manger</li> <li>• LM training, implementation discovery and design, and project planning</li> </ul> <p><b>The customer's technical team will include:</b></p> <ul style="list-style-type: none"> <li>• Designated LogicMonitor administrators</li> <li>• ITOps domain experts</li> <li>• Other key decision-makers or stakeholders</li> </ul>                                     |
| <b>1. Foundation</b>               | <p><b>Collectors</b></p> <ul style="list-style-type: none"> <li>• Collector groups</li> <li>• Auto Balanced Collector Groups</li> <li>• Collector down alert: enablement</li> <li>• Collector network communication</li> <li>• Collector size selection</li> <li>• Collector failover</li> </ul>   |
| <b>2. User Access</b>              | <p><b>Users and Roles</b></p> <ul style="list-style-type: none"> <li>• Single sign-on</li> <li>• User creation</li> </ul>  |
| <b>3. Resources Import</b>         | <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Static device groups</li> <li>• Dynamic device groups</li> <li>• Device properties: assignment</li> <li>• Device import: manual</li> <li>• Device import: advanced NetScan CSV</li> <li>• Device import: basic NetScan</li> <li>• Device Import: advanced NetScan ICMP ping</li> <li>• Netflow analysis: enablement</li> </ul> <p><b>Websites</b></p> <ul style="list-style-type: none"> <li>• Website groups</li> <li>• Standard Web Check: basic up/down</li> <li>• Standard Web Check: basic login form</li> <li>• Standard Web Check: whitelisting</li> <li>• Ping Check</li> </ul> <p><b>LM Cloud</b></p> <ul style="list-style-type: none"> <li>• Cloud account import - AWS, Azure or Google Cloud Platform</li> </ul> |

|   |  |
|---|--|
| <h2>4. Monitoring Enablement</h2>       | <p><b>Alerts</b></p> <ul style="list-style-type: none"> <li>Alert routing</li> <li>Alert rules</li> <li>Escalation chains</li> <li>Recipient groups</li> <li>Alert deficiency remediation</li> <li>Alert storm remediation</li> </ul> <p><b>Alerting Integrations</b></p> <ul style="list-style-type: none"> <li>Alerting integrations: Autotask, Connectwise, PagerDuty, ServiceNow, Slack or Custom Email Delivery - <b>up to 1</b></li> </ul> <p><b>LogicModules and LM Config</b></p> <ul style="list-style-type: none"> <li>SNMP SysOID map</li> <li>LogicModule repository update</li> </ul> |
| <h2>5. Visualization and Reporting</h2> | <p><b>Dashboards</b></p> <ul style="list-style-type: none"> <li>Auto-Dashboard import</li> <li>Auto-Dashboard customization</li> <li>Dashboards: creation / update - <b>up to 2</b></li> </ul> <p><b>Reports</b></p> <ul style="list-style-type: none"> <li>Report groups</li> <li>Standard report - <b>up to 10</b></li> </ul>  |
| <h2>6. Advanced Topics</h2>             | <p><b>REST API</b></p> <ul style="list-style-type: none"> <li>Endpoint identification</li> </ul>   |
| <h2>Completion</h2>                     | <ul style="list-style-type: none"> <li>User acceptance testing</li> <li>Transition to Customer Success &amp; Technical Support</li> <li>Additional Professional Services (optional)</li> </ul>   |

## What's Not Included

The following are not covered or provided in the LM Accelerate Platinum implementation package.

### Custom Solutions

- Custom alerting integration** - alerting integration from LogicMonitor to another tool's API or email address using custom delivery integrations
- Custom device discovery** - automated discovery of devices from another system using script advanced NetScans
- Custom device monitoring** - monitoring of system or application performance using custom LogicModules (DataSources, EventSources, PropertySources or ConfigSources)
- Custom integrations** - any one-way or two-way integration between the LogicMonitor REST API and another tool (CMDB, BI tool, etc.)
- Custom portal automation** - automating the exporting, updating, creation or deleting of items using the LogicMonitor REST API (external scripts, custom LogicModules)
- Custom website monitoring** - monitoring the status, value, response or transaction of a website using custom LogicModules or script Web Checks

### Other Situations

- Multiple-team engagement** - multiple, separate teams engaged with Professional Services
- IT Ops administration** - Professional Services' direct access to any tools or systems outside of LogicMonitor