



LM Accelerate Silver

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 **3 weeks**
- **Single-team** engagement with Professional Services
- **Up to 250 devices** to import by go-live
- **Up to 3 [Device Technology Categories](#)** to monitor by go-live

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 **2 weeks** of consultative LogicMonitor implementation
- **Single-team** engagement with Professional Services
- **1 two-hour working session** per week with our experts
- **Core** LogicMonitor product area review and consultation
- Project coordination and task tracking

Our Approach

Our implementation project is designed to give your LM admins the appropriate knowledge they need from our Professional Services 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, and 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 Coordinator** - 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
Pre-Implementation Training	1.5-hour LogicMonitor administrator training live webinar
1. Foundation	Collectors <ul style="list-style-type: none"> • Collector down alert: enablement • Collector network communication • Collector size selection • Collector failover
2. User Access	Users and Roles <ul style="list-style-type: none"> • Single sign-on • User creation
3. Resources Import	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
4. Monitoring Enablement	Alerts <ul style="list-style-type: none"> • Alert routing • Alert rules • Escalation chains • Recipient groups • Alert deficiency remediation • Alert storm remediation LogicModules and LM Config <ul style="list-style-type: none"> • LogicModule repository update
5. Visualization and Reporting	Dashboards <ul style="list-style-type: none"> • Auto-Dashboard import • Auto-Dashboard customization Reports <ul style="list-style-type: none"> • Standard report - up to 2
Completion	<ul style="list-style-type: none"> • User acceptance testing • Transition to Customer Success & Technical Support • Additional Professional Services (optional)

What's Not Included

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

Product Areas

- **Alerting Integrations** - Autotask, ConnectWise, ServiceNow, Slack, PagerDuty, etc.
- **LM Add-Ons** - LM Cloud, LM Config, LM Container, LM Service Insight
- **Websites**
- **REST API**

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