



LogicMonitor Services

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1 Document control

1.1 Revision history

This table contains the revision history for this document. Please add a line to this table if you revise the document.

Version	Date	Author(s)	Details
1.0	2025-12-15	Elizabeth Whyman	Released

1.2 Company information

This table contains all relevant information to the company.

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Document Role	Provider of Services
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1.3 Authors and authorities

This table shows document authors and authorities.

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2 Executive summary

2.1 Introduction

LogicMonitor is a powerful SaaS observability platform, but to benefit fully from your investment, it is important that the system is optimally deployed. This document describes who we are and what we offer:

LogicMonitor deployment packages

Additionally, this document describes the ongoing support and maintenance options we offer to keep a LogicMonitor portal healthy.

2.2 Parties

2.2.1 Panoramic Data Limited (PDL)

Panoramic Data Limited is an IT services and solutions company based in the UK with skills in datacentre management, network management, IT business system design and custom software development.

With over 15 years' experience of LogicMonitor management, PDL help organisations deploy, optimise, and scale their monitoring platforms with confidence. Our proven approach ensures you get actionable insights, resilient integrations, and clear reporting all tailored to your environment and delivered by experts who care about making your life easier.

3 LogicMonitor deployments

We have a comprehensive and structured approach to implementing and optimizing LogicMonitor to ensure you are maximizing your investment while building a foundation for future growth. You want to use the platform's capabilities successfully both now and long-term, and our deep technical expertise and real-world experience means monitoring will work for you, not the other way round. From initial setup through to fully operational, we align with your organization's objectives and priorities to give you:

- A fully operational and optimally-configured LogicMonitor portal functioning as your strategic observability system
- Knowledge transfer sufficient for Administrators to access, configure and manage the LogicMonitor portal

3.1 Deployment packages

Choose from the following deployment packages:

	XS	S	M	L	XL	XXL
Project time limit (from kick-off, months)	1.5	2	3	4	6	12
Resources (up to)	400	700	1500	5000	12000	Unlimited
Collectors	2	4	10	30	30	Unlimited
NetScans	2	2	5	15	30	Unlimited
Dashboards	1	3	5	10	20	Unlimited
Alert Rules	2	3	10	20	40	Unlimited
Resource Groups	3	5	15	20	35	Unlimited
Websites	1	1	10	20	40	Unlimited
Standard Reports	1	3	5	10	20	Unlimited
Basic LogicModules	1	3	5	5	5	Unlimited
Roles	2	2	5	10	10	Unlimited
Users	5	10	15	25	50	Unlimited
System Training (admin, 2-hour session)	1	1	1	2	2	Unlimited
System Training (user, 2-hour session)	1	1	1	2	2	Unlimited
Netflow setup	-	-	1	1	1	Unlimited
Ticketing integration	-	-	1	1	1	Unlimited
Additional focus item	-	1	2	2	3	Unlimited
3 months after go-live						
HealthCheck Report	1	1	1	1	1	1
Alert Analytics		1	1	1	1	1
Alert Tuning Review		1	1	1	1	1

3.2 LogicMonitor deployment phases

The phases of our packages are described below.

Getting started

Firstly, we establish your goals and technical requirements. A guided tour of the user interface provides an introduction to key features such as search, filtering, role-based access control (RBAC), icons, and graphing.

Milestone 1: Foundation

The foundation phase sets the stage for robust monitoring by addressing infrastructure, security best practices, and organizational needs. Key activities include:

- Selecting and provisioning appropriately sized Collectors
- Implementing failover configurations and enabling Collector-down alerts
- Organizing Resources into static and dynamic groups
- Configuring users, roles, and Single Sign-On (SSO) to ensure secure access

Milestone 2: Resources and websites

In this phase, the focus is Resource discovery and Website monitoring.

Automatic device imports and NetScan configurations ensure comprehensive coverage of your network; Network Flow Analysis and custom device property assignments are discussed. We help you transition devices out of Minimal Monitoring and ensure Collectors have the correct access.

Website groups are established so that you are organizing and monitoring critical web resources effectively. For Website monitoring, internal and external web checks and ping checks are configured.

Milestone 3: Monitoring enablement

This phase ensures that monitoring and alerting mechanisms are precise, actionable, and aligned with operational priorities. We explore basic LogicModule creation and also LogicModule customization.

Alerting workflows are configured to support proactive issue resolution, including:

- Threshold tuning for static and dynamic alerts
- Alert recipient groups, rules and escalation chains
- Integration with external alerting platforms (optional)

Milestone 4: Visualization

Clear and concise visualizations are vital tools for empowering teams and improving decision-making. In this phase, we help you set up reports and dashboards to best present data. We walk you through the provided Dashboards and also give instruction on customizing your own.

Additional focus areas

Additional focus areas are available in some of the packages as noted above:

- Hybrid Monitoring Guidance (one of:)
 - LM Cloud (Azure, AWS, or GCP)
 - LM Config (Limited to standard LM offerings)
 - LM Container (Docker or Kubernetes)
- Standard Alert Integration (one of:)
 - ServiceNow
 - PagerDuty
 - Autotask
 - ConnectWise
 - Slack
- Custom Dashboard Creation (2 dashboards with up to 5 widgets in each)
- REST API Deep Dive Guidance (2 hour session, up to 5 people, online)
- Advanced LogicModule Creation limited to
 - JDBC DataSource (Single-Instance) with up to 5 Datapoints
 - WMI DataSource (Single-Instance) with up to 5 Datapoints
 - SNMP DataSource (Single-Instance) with up to 5 Datapoints
- Traffic Flow Deep Dive Guidance (1 hour review)
- LM SaaS Monitoring for Licensed offerings
- LM SaaS Monitoring for LM offerings
- LM Logs Syslog or WMI Ingestion Methods
- Parity Checks compared to previous monitoring solution (1 hour review)
- Introduction to Scripted LogicModules (1.5 hour review)
- Root Cause Analysis
- LM Service Insights Creation

3.3 Project completion

The deployment concludes with a review to ensure objectives have been met. You validate the system's functionality and confirm it aligns with your initial expectations. Upon successful completion, you may wish to manage the portal yourselves or to engage us for ongoing maintenance and management (see section 4).

3.4 Project management

Project management is included in all packages and PDL will:

- Complete all actions necessary for successful project outcomes
- If required, use its Jira Issue Management System and its established project workflow to manage tickets relevant to the customer
- Attend scheduled meetings with the customer within UK office hours
- Complete required actions that the customer reasonably requests within UK office hours

4 LogicMonitor management

This section describes our LogicMonitor support, maintenance and management option for existing LogicMonitor customers.

4.1 LogicMonitor Support Essentials

LogicMonitor Support Essentials provides direct engagement with a LogicMonitor Certified Professional on dedicated meetings focused on your priorities. We:

- Assess the current state of the LogicMonitor portal
- Give guidance on configuration, support and best practices
- Ensure the portal is optimally configured, up-to-date and managed on an ongoing basis
- Align the portal to best support your own internal operations

4.1.1 Project management

Project management is included in all packages and PDL will:

- Complete all actions necessary for successful project outcomes
- Use its Jira Issue Management System and its established project workflow, if required, to manage relevant customer tickets
- Attend all scheduled meetings with the customer within UK office hours
- Complete within UK office hours required actions that the customer reasonably requests

4.1.2 Meetings

Meeting Content

A dedicated scheduled meeting will be held, usually weekly, led by a LogicMonitor Certified Professional with the purpose of:

- Enabling and supporting best practice
- Advising on configuration optimisation
- Recommendations for reducing network alerts
- Guidance on best managing licence consumption

Additional requests may include:

- Integration management
- Dashboard and report management
- Documentation
- User management
- Auditing and compliance

Meeting Scheduling

The meeting will be:

- Scheduled in advance throughout the term, as agreed between the parties
- Non-cancellable
- Delivered by a LogicMonitor Certified Professional
- Of 1 hour duration
- In UK office hours
- Conducted online via chat or video/voice call

4.1.3 Other Included Support

Beyond scheduled meetings, support comprises:

- Quarterly LogicMonitor HealthChecks including specification of remediation actions
 - A workshop / emailed details discussing the findings of the HealthCheck
 - Visibility of project tickets either in a self-service portal (ProMagic) or via monthly emailed project management reports
 - Up to 2 additional hours unscheduled support work per month if required, non-cancellable
- Note:** Responses to all unscheduled support requests are performed on a best effort basis.

4.2 Notes and limitations

If requested, the free tier of Magic Suite will be made available to customers on the LogicMonitor Support Essentials package.

5 LogicMonitor HealthCheck

A LogicMonitor HealthCheck report is available:

- As part of LogicMonitor deployment packages
- As part of LogicMonitor Support Essentials
- As a standalone purchase

The LogicMonitor HealthCheck report discovers whether a LogicMonitor portal is in good shape, providing a comprehensive assessment detailing statistics as well as configuration and performance issues. The report ensures a LogicMonitor deployment stays fit-for-purpose going forward and indicates what is required for any corrective action plan.

The report covers:

- Account licensing
- Collector configuration
- Portal settings
- Alert analytics
- Dashboards
- Resources
- Reports
- Websites
- LogicModules

A consultant-led review of the report will discuss and help prioritise any issues that should be resolved.

6 LogicMonitor staff

We offer a bespoke service, permitting you to augment your own IT monitoring team with experienced LogicMonitor Certified Professionals. Whether it's for data engineering, advisory support, consultancy, to help with LogicModule creation, alert tuning or dashboard creation.

You can do this either:

- Ongoing, 10 hours per week, for example
- For a limited duration project

7 Pricing

Item	SKU	GBP	USD	EUR
Deployment Packages				
2026 LogicMonitor Onboarding: XS Size	LM26-XS	4,370	5,810	4,980
2026 LogicMonitor Onboarding: S Size	LM26-S	6,860	9,120	7,820
2026 LogicMonitor Onboarding: M Size	LM26-M	13,830	18,390	15,770
2026 LogicMonitor Onboarding: L Size	LM26-L	20,700	27,530	23,600
2026 LogicMonitor Onboarding: XL Size	LM26-XL	36,400	48,410	41,500
2026 LogicMonitor Onboarding: XXL Size	LM26-XXL	64,480	85,760	73,510
Support Essentials				
2026 LogicMonitor Support Essentials (Month)	PS26-LSE	1,560	2,070	1,780
HealthCheck				
2026 LogicMonitor HealthCheck (Standalone)	PS26-LMHC	2,150	2,860	2,790
LogicMonitor Certified Professional				
2026 Professional Services Hour	PS26-HR	130	180	150