

LogicMonitor Services 2027

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1 Document control

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1.1	2026-11-16	Elizabeth Whyman	Finalised and re-released
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1.2 Company information

This table contains all relevant information to the company.

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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 in terms of:

- LogicMonitor deployment packages including HealthChecks
- LogicMonitor management packages - Support Essentials and Support Pro
- LogicMonitor HealthCheck and Consultancy project

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 helps 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 optimising LogicMonitor to ensure you are maximising 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 organisation'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. Quantities are "up to"; every customer signs a Statement of Work that states exactly what will be done.

Item	XS	S	M	L	XL	XXL
Project time limit (from kick-off)	4 to 6 weeks	6 to 8 weeks	3 months	4 months	6 months	12 months
Monitored resources	400	700	1500	5000	12000	Unlimited†
Collectors	2	4	10	30	30	Unlimited†
NetScans	2	2	5	15	30	Unlimited†
Dashboards	4	12	20	40	80	Unlimited†
Alert rules and escalation chains	8	12	40	80	160	Unlimited†
Resource groups	30	50	150	200	350	Unlimited†
Websites	4	4	40	80	160	Unlimited†
Reports	10	30	50	50	200	Unlimited†
LogicModules	4	12	20	20	20	Unlimited†
Cloud monitoring (Azure, AWS or GCP)	1	1	1	2	3	3
Alert and ticketing integrations	1	1	1	2	2	3
NetFlow, sFlow and jFlow	Yes	Yes	Yes	Yes	Yes	Yes
REST API deep dive	-	-	Yes	Yes	Yes	Yes
User set-up	Bulk import and SAML SSO					
Role-based access, designed and configured	Yes	Yes	Yes	Yes	Yes	Yes
Custom configuration	Yes	Yes	Yes	Yes	Yes	Yes
Guidance on LM Logs, Service Insights, parity checks and root cause analysis	Yes	Yes	Yes	Yes	Yes	Yes
Full project documentation	Yes	Yes	Yes	Yes	Yes	Yes
LogicMonitor HealthChecks (at the start and at the end)	2	2	2	2	2	2
Project meetings (one hour, online), up to	12	16	26	30	40	65

† Unlimited within the time and duration of the project.

Custom configuration means widgets, scripted NetScans and similar, as agreed in meetings.

Project meetings are held twice a week. For the L, XL and XXL packages, they are held twice a week for the first three months, then weekly.

Where more than the package amounts is needed, for example further alert rules, websites, reports or LogicModules, the Statement of Work can include estimated additional Professional Services hours for that work.

3.2 Delivery approach

To ensure a swift, best-practice LogicMonitor deployment, our packages operate on an asynchronous build model supported by targeted, expert-led consulting sessions. This avoids the delays and high overhead of building the environment entirely live during working sessions.

- You provide the necessary initial inputs, including service credentials, site lists, network access configurations and device inventories.
- Our team provisions, configures and tunes your LogicMonitor portal offline, using proven vendor best practices and the prerequisites you provide.
- Meetings are used to agree requirements, show you results and train your team. They are not used to build the portal live, line by line.
- Once the build is complete, you will have had a guided portal walkthrough and hands-on training, and you will have the project documentation, so your team is confident and ready to manage the environment independently.

3.3 What we need from you

- A device list ready up front, stating which devices are in scope and how we access them
- People who can install Collectors, or VPN access to the Collector machines
- The credentials we need
- LogicMonitor licensing confirmed and active before any device migration starts

A delay in any of these moves the project dates.

3.4 LogicMonitor deployment phases

The phases of our packages are described below.

3.4.1 Getting started

Firstly, we establish and document your goals and technical requirements, including system security, users, roles and rights, and any required metrics and views for dashboards. The dual-running entry and exit criteria are also reviewed and agreed. 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.

3.4.2 Milestone 1: Foundation

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

- Selecting and provisioning appropriately sized Collectors
- Implementing failover configurations and enabling Collector-down alerts
- Organising Resources into static and dynamic groups

- Configuring users, roles, and Single Sign-On (SSO) to ensure secure access

3.4.3 Milestone 2: Resources and websites

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

Automatic device imports are performed (if applicable) and NetScans are configured to ensure ongoing and comprehensive device coverage.

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 organising and monitoring critical web resources effectively. For Website monitoring, internal and external web checks and ping checks are configured.

3.4.4 Milestone 3: Monitoring enablement

This phase ensures that monitoring, alerting, and any integrations are precise, actionable, and aligned with operational priorities. In accordance with the package amounts above, we explore LogicModule creation and customisation as required, covering:

- DataSource
- EventSource
- ConfigSource
- PropertySource
- DiagnosticSource
- RemediationSource
- TopologySource
- JobMonitor
- AppliesTo function
- SNMP SysOID Map
- LogSource

Alerting workflows and integrations 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, as defined in the package

3.4.5 Milestone 4: Visualisation

Clear and concise visualisations 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 customising your own.

3.4.6 Milestone 5: Dual-running period start

When transitioning from one system to another, it is prudent to have a dual-running period. Where applicable, the following acceptance criteria are met before entering it:

Item	Criteria
LogicMonitor HealthCheck	• A LogicMonitor HealthCheck runs without any major issues being identified
Collector architecture	• LogicMonitor Collector infrastructure is configured based on a mutually-agreed resilience model and with sufficient capacity for the estate
RBAC	• All identified users are configured with appropriate security in LogicMonitor • All users are assigned LogicMonitor roles as specified • All LogicMonitor roles are configured with rights as specified
Data collection	• All devices are present in LogicMonitor and are being monitored using best practices
Dashboards	• Specified dashboards are configured in LogicMonitor
Alert rules	• Alert rules and escalation chains are configured
Knowledge transfer	• Documentation of the design and project outcomes is available • Sufficient training and knowledge transfer has occurred such that operations staff are capable of operating LogicMonitor

LogicMonitor is then configured sufficiently for production use. During the dual-running period, operations staff:

- Receive knowledge transfer in system use, dashboards and resource group structure, and further advice on operational use of LogicMonitor
- Migrate operational processes over to LogicMonitor
- Can cross-reference with the previous system to understand the differences between them

Estate provisioning continues in both systems, although this may be semi-automated with periodic re-imports if required.

3.4.7 Milestone 6: Dual-running period end

Before exiting the dual-running period, the following acceptance criteria are met:

Item	Criteria
LogicMonitor HealthCheck	• A second LogicMonitor HealthCheck runs without any major issues being identified. If issues are found, we help you resolve them
Duration	• A minimum of one month of successful operation of LogicMonitor has been completed
Collector architecture	• Collectors have been operating with sufficient capacity for an acceptable period
RBAC	• Any security issues raised have been resolved
Data collection	• Data has been collected from imported devices uninterrupted and for an acceptable period
Dashboards	• All configured dashboards operate without error
Ticketing integration	• Any ticketing integration is working and, in all cases, tickets are generated by LogicMonitor, not a previous system
Knowledge transfer	• Any required updates to documentation have been made and provided

At this point, your staff are fully trained and familiar with LogicMonitor, which is now providing a full production monitoring solution. Decommissioning any previous system is your responsibility, should you wish to do so.

3.4.8 Included guidance and integrations

The packages include the following, in the amounts shown in the deployment packages table:

- Cloud monitoring set-up for one or more of Azure, AWS or GCP
- Alert and ticketing integrations, for example ServiceNow, PagerDuty, Autotask, ConnectWise or Slack
- NetFlow, sFlow and jFlow
- REST API deep dive guidance (M and above)
- Guidance on LM Logs, Service Insights, parity checks compared to a previous monitoring solution, and root cause analysis
- Custom configuration, such as widgets and scripted NetScans, as agreed in meetings

3.5 Automation scripts

For aspects of LogicMonitor configuration management such as Resource Group and dashboard creation, PDL can use a number of automations. These are delivered on project completion with a full royalty-free licence to use and modify as you see fit, including:

- Source
- Binaries
- Documentation
- Knowledge transfer

These are unsupported after delivery, although ongoing maintenance and updates can be provided under a subsequent Statement of Work. Credentials and secrets shared for automation development are rotated following project completion to ensure system security.

3.6 LM Logs

LM Logs can be added to a deployment to bring log ingestion and monitoring into LogicMonitor, scoped in the Statement of Work. We start by agreeing the prerequisites:

- LM Logs enabled on the portal
- Collector versions at or above the required release
- Collector sizing and placement reviewed for syslog volume
- Firewall rules for UDP/TCP 514 (and TLS syslog where required) to the nominated Collectors
- API-token or IAM/service-principal permissions for cloud forwarders
- Named customer resources for any device-side logging configuration changes

We also agree:

- The log sources in scope
- The ingestion path for each
- The resource-mapping strategy

Implementation and validation

The work covers:

- A source inventory, for example syslog-capable network and security devices, Windows Event Log channels, Linux logs, Kubernetes cluster logs and cloud-native sources such as AWS CloudWatch or Azure Activity logs

- A mapping design showing how each source's log records resolve onto existing LogicMonitor resources
- Enabling and configuring the LM Logs syslog listener on the nominated Collectors, with failover Collector configuration so that log ingestion survives a Collector outage
- Deploying and configuring the cloud forwarders in scope (AWS Lambda log forwarder via CloudFormation or Terraform, Azure Event Hub with function forwarder, GCP Pub/Sub forwarder), with resource-mapping properties set so that records attach to the correct monitored resource
- Enabling Windows Event Log collection via the appropriate LM Logs LogicModule, with channel and event-ID filtering
- Deploying the lm-logs Kubernetes integration where container logs are in scope
- Log pipelines with parsing rules, and filtering to drop known noise before it consumes licence
- Guidance on device-side logging configuration, with a worked example
- An agreed number of log-based alert conditions, typically 10 to 15, routed through existing alert rules and escalation chains
- End-to-end validation of each source, and a review of ingestion volume against the sizing estimate after an agreed period, followed by a noise-reduction pass
- An as-built document, a saved-query and dashboard pack, and at least one knowledge transfer session covering log queries, troubleshooting and managing licence consumption

Out of scope (Logs)

The following items are explicitly out of scope:

- SIEM replacement, compliance-retention or log-archival design
- Custom application logging instrumentation
- Bulk device-side logging reconfiguration (guidance and a worked example are provided, customer executes at scale)
- Ingestion volumes beyond the agreed estimate

Any additional source types are handled by change control.

The customer is responsible for the LM Logs licence and any retention-tier uplift.

3.7 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. Following your sign-off, full project documentation and automation deliverables are provided by electronic transfer. Upon successful completion, you may wish to manage the portal yourselves or to engage us for ongoing maintenance and management (see section 4).

3.8 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

3.9 Changes beyond the agreed scope

Every package is covered by a Statement of Work that states exactly what will be done. Anything beyond the agreed scope can be quoted as additional consultancy hours before any work starts. If, during the project, you wish to purchase further Professional Services beyond the estimated hours, this is subject to a change request and an additional purchase order.

3.10 Notes and limitations

If requested, the free tier of Magic Suite will be made available to customers.

3.11 Out of scope

The following are outside the scope of the deployment packages:

- Formal LogicMonitor training, which is provided by LogicMonitor directly
- Decommissioning of any previous monitoring system by PDL
- End-to-end portal construction during interactive sessions, since configuration work is performed offline to ensure rapid delivery and efficient use of technical resources
- Items listed in the LM Logs Out of scope section
- Any items not specifically stated in the Statement of Work

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4 LogicMonitor management

This section describes how we can help maintain and manage your existing LogicMonitor portal, with personalised expertise and support, so that you can focus on data-driven decisions and not on maintaining a capability.

4.1 LogicMonitor Support Essentials

LogicMonitor Support Essentials provides direct engagement with a LogicMonitor Certified Professional to focus on your priorities. We:

- Assess the current state of the LogicMonitor portal
- Work directly with your team, answering questions
- 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

Support Essentials includes a dedicated 1-hour weekly meeting, portal administration, quarterly LogicMonitor HealthChecks with consultant-led review, and up to 4 hours of unscheduled support work per month, provided on a best-effort basis.

The weekly meeting and monthly hours are non-cancellable and unused hours do not carry over.

4.2 LogicMonitor Support Pro

Where LogicMonitor is central to service delivery and where the portal needs active, continuous management, LogicMonitor Support Pro offers a high level of ongoing LogicMonitor support so you can achieve your outcomes. You will have direct access to a LogicMonitor Certified Professional on dedicated meetings to focus on your priorities. We can:

- Assess the current state of the LogicMonitor portal
- Work directly with your team, answering questions
- 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

Each month, LogicMonitor Support Pro gives you:

- A dedicated 1-hour weekly meeting as agreed with you
- Up to 8 hours of unscheduled support, provided on a best-effort basis, which can be used for:
    - On-demand LogicMonitor HealthChecks, each with a consultant-led review and resulting in a recommended action plan to remediate any issues found
    - Our consultants acting as an extension of your monitoring team, performing agreed LogicMonitor configuration and administration tasks
    - Additional or longer meetings, if required, with time counted for each PDL attendee

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- Merlin Pro, Panoramic Data's agentic AI, to speed up investigation and remediation across LogicMonitor and connected systems, with unlimited token usage and spending controls (tokens are not included)
    - Purchase tokens from us for use with frontier models, or bring your own tokens and models for full control

Weekly meetings can be rescheduled within the same calendar month. Unused hours do not carry over.

4.3 Project management

Project management is included in all support packages.

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
- Provide you with visibility of project tickets in a self-service portal (ProMagic) and/or via monthly emailed project management reports
- Attend all scheduled meetings with the customer within UK office hours
- Complete within UK office hours required actions that the customer reasonably requests

4.4 Meetings

4.4.1 Meeting content

Dedicated scheduled meetings are held weekly, led by a LogicMonitor Certified Professional with the purpose of:

- Enabling and supporting best practice
- Advising on configuration optimisation
- Knowledge transfer on configuration changes and alert tuning strategies
- Recommendations for reducing network alerts
- Guidance on best managing licence consumption

Additional requests may include:

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

Support Pro

Additional requests may include the above and:

- Review of Merlin Pro activity, findings and suggested improvements

- Proactive capacity and growth planning for the monitored estate
- Review of alert trends and noise reduction progress since the previous meeting
- Planning and progress tracking of configuration changes delivered between meetings

4.4.2 Meeting scheduling

Meetings will be:

- Scheduled in advance throughout the term, as agreed between the parties
- Delivered by a LogicMonitor Certified Professional
- For Support Essentials, weekly and of 1 hour duration
- For Support Pro, weekly and of 1 hour duration; additional or longer meetings use the unscheduled support hours
- In UK office hours
- Conducted online via chat or video/voice call

5 LogicMonitor HealthCheck

A LogicMonitor HealthCheck report is available:

- As part of LogicMonitor deployment packages
- As part of LogicMonitor Support Essentials and LogicMonitor Support Pro packages
- As part of a LogicMonitor HealthCheck and Consultancy project

5.1 HealthCheck contents

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.

Within a deployment, the HealthCheck is held as the gold standard for a well-configured portal, and PDL works with you to ensure that the portal operates with no major issues identified by it.

5.2 LogicMonitor HealthCheck and Consultancy project

The HealthCheck and Consultancy project goes beyond the production of a report. It includes a discovery and design review of your LogicMonitor portal, with an assessment of your operational processes and how LogicMonitor is integrated to support them. The project comprises:

- Discovery and design review
- Up to three stakeholder meetings
- LogicMonitor HealthCheck
- In-depth analysis of findings
- A consultant-led review workshop of the findings
- Provision of supporting documentation
- Recommendations and an action plan to remediate any issues found

Stakeholder meetings at the start of the project establish your specific priorities and concerns, for example licensing cost, alert accuracy, dashboard usability or Collector reliability, so that analysis

focuses on the areas that matter most to you. In the review workshop, the findings and the reasoning behind each recommendation are explained rather than simply listed, and time is set aside for your team to ask questions.

Deliverables are:

- A PDF HealthCheck report detailing statistics, issues, errors and non-compliance data
- Microsoft Excel workbooks covering resource group, resource and alert analytics, to identify opportunities for tuning and optimisation
- A project write-up in PDF or DOCX form, including the project findings, and recommendations with an action plan to remediate the issues identified

No changes are made to the LogicMonitor portal during the project, either manually or via the API, unless you request them. Any remediation work you would like PDL to carry out is quoted separately.

6 Pricing

Item	SKU	GBP	USD	EUR
Deployment packages				
2027 LogicMonitor Onboarding: XS Size	LM27-XS	6,750	8,970	7,860
2027 LogicMonitor Onboarding: S Size	LM27-S	10,800	14,360	12,580
2027 LogicMonitor Onboarding: M Size	LM27-M	16,200	21,540	18,870
2027 LogicMonitor Onboarding: L Size	LM27-L	24,300	32,320	28,310
2027 LogicMonitor Onboarding: XL Size	LM27-XL	37,800	50,270	44,040
2027 LogicMonitor Onboarding: XXL Size	LM27-XXL	67,500	89,780	78,640
2027 LM Logs (add-on)	LM27-LOG	2,700	3,740	3,150
Support				
2027 LogicMonitor Support Essentials (Month)	PS27-LSE	1,620	2,150	1,890
2027 LogicMonitor Support Pro (Month)	PS27-LSP	2,280	3,030	2,660
HealthCheck				
2027 LogicMonitor HealthCheck and Consultancy (Project)	PS27-LMHCC	8,190	11,210	9,540
Professional Services				
2027 Professional Services Hour	PS27-HR	135	185	155
2027 Professional Services Hour (Consultancy)	PS27-CONSULT	270	375	315

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