Discovery Call Sample Questions

Sample Questions to Ask on a Discovery Call

1. Role & Context:

    a. What is your role and responsibility? What do you oversee?
    b. Have you heard of Entuity before?

2. Current Monitoring Environment:

    a. What tools are you using for monitoring today?
    b. Are you using it for just the network, or also servers, virtualization, and storage?
    c. If applicable) Which specific modules of SolarWinds (or NNMi) are you using?
    d. How are you handling monitoring currently? Is the tool administered by an in-house team, an MSP or some other situation?

3. Challenges with Current Tools:

    a. What challenges or pain points are you experiencing with your current tool(s)?
        i. Are you dealing with alert fatigue or too much noise from alerts?
        ii. What do you like or dislike about your current monitoring setup?
    b. Are there specific capabilities you wish your current tool had?
    c. Have you had any issues with support from your current vendor?

4. Goals & Requirements for a New Solution:

    a. Are you looking for a single pane of glass or a consolidated monitoring tool?
    b. What are the key things a new tool must be able to do for you?
    c. How important is [insert a specific capability or a couple like automated topology mapping, configuration management, NetFlow, application path monitoring, better alerting, ease of use]?

5. Infrastructure Details & Scope:

    a. Can you describe your environment's architecture (e.g., types of technologies / vendors used, data centers, sites, etc.)?
        i. How many sites or locations do you have?
        ii. Roughly how many network devices do you monitor? (e.g., switches, routers, firewalls, load balancers, wireless controllers, etc.)
        iii. Roughly how many wireless access points do you have?
        iv. What virtualization platforms are you using (e.g., VMware, Hyper-V, Nutanix)
        v. Approximately how many hosts (e.g., ESXi) and VM's do you have?
        vi. Do you have any physical/standalone servers to monitor?
        vii. Who are your primary hardware vendors (e.g., Cisco, Arista, Palo Alto, Juniper, Dell, etc.)?
    b. What ITSM or ticketing system do you use (e.g., ServiceNow, BMC, etc.)?
    c. How many people are on the team managing this infrastructure?

6. Project Context & Timing:

    a. Is evaluating/replacing your monitoring tool(s) an active project currently?
    b. When is your renewal due for your current tool(s)? **c**.
    c. What does your timeline or budget cycle look like for considering a new solution?
    d. What is the decision-making process? Who else needs to be involved?

7. Next Steps & Scheduling:

    a. Would you be open to seeing a more detailed demo?
    b. Who else from your team should attend a demo?
    c. Is a Proof of Concept (POC) something you would typically do?
    d. Is there a good day/time next week to schedule a demo/follow up?