

Fidelity Bank Online MEMO

MEMO ID: 3706

MEMO Date: 16-01-2026 09:07

From: Asare Adu

Department/Branch: Technology, Head Office

To: Atta Yeboah Gyan

Stakeholders: Asare Adu, Fraser Agyare, Benjamin Adatsi, Abu Yahaya, Emmanuel Turkson, Atta Yeboah Gyan

CC:

Status: Approved

Memo - Solarwinds License Renewal

1. Purpose of the Memo

This memo seeks your approval to renew our **SolarWinds Monitoring Platform License Subscription** for a period of three (3) years.

2. Background and Licensing Change

SolarWinds has transitioned its commercial model from **perpetual licensing** to a **subscription-based licensing model**. As a result, all renewals going forward must follow the subscription model.

This renewal not only aligns us with the new SolarWinds licensing framework but also **locks in discounted pricing for three years**, preventing price escalations during the contract period.

3. Justification for Renewal

As a bank that depends heavily on its IT infrastructure, it is essential to keep our systems fully operational to prevent any errors that could impact system availability and reliability, both of which are vital for delivering uninterrupted customer service. A robust monitoring platform is essential in detecting and preventing infrastructure failures before they impact service delivery.

SolarWinds remains our central infrastructure monitoring solution, and which provides visibility across our network devices, servers, applications, and service health. Renewal of the subscription will continue to provide the following benefits:

Key Benefits

- **24/7 Technical Assistance**
Access to global SolarWinds support for troubleshooting, incident resolution, and product guidance.
- **Access to Up-to-date Patches & Upgrades**
Ensures that our monitoring platform remains secure, compliant, and current.
- **Real-time Monitoring**
Continuous visibility into the performance and availability of network devices, servers, and critical services.

- **Proactive Alerts & Notifications**
Immediate incident alerting, allowing rapid response to emerging issues before they escalate.

4. Financial Consideration – 3-Year Locked Pricing

We have secured substantial discounts, resulting in a **three-year fixed pricing arrangement** as detailed below:

Billing Period	Discount (USD)	Discount (%)	Amount Due (USD)
Year 1	108,429.40	70.53%	45,306.60
Year 2	103,449.94	68.50%	47,572.06
Year 3	101,071.63	66.93%	49,950.37
Contract Totals	312,950.97	68.66%	142,829.03

This provides a cumulative discount of **68.66%** over the contract duration. This cost was arrived at in conjunction with the Procurement department while adhering to approved sourcing rules.

5. Recommendation

Given the critical role SolarWinds plays in safeguarding the availability and performance of our IT infrastructure, coupled with the favorable three-year price lock and the licensing model change mandated by the vendor, we recommend that management **approve the renewal of the SolarWinds subscription.**

Amount Involved: USD 142829.03

Approvals

Approver	Response	TAT	Request Date	Response Date
Asare Adu	Approve	30:00:00:32	16-01-2026 09:07	16-01-2026 09:08
Fraser Agyare	Approve	30:06:59:18	16-01-2026 09:08	16-01-2026 04:07
Benjamin Adatsi	Approve	30:00:03:42	16-01-2026 04:07	16-01-2026 04:11

Abu Yahaya	Approve	30:00:02:25	16-01-2026 04:11	16-01-2026 04:13
Emmanuel Turkson	Approve	02:20:31:27	16-01-2026 04:13	20-01-2026 12:45
Atta Yeboah Gyan	Approve	30:02:42:14	20-01-2026 12:45	20-01-2026 03:27

Comments

From	Comment	Date
Asare Adu	Supported	16-01-2026 09:08
Fraser Agyare	Supported	16-01-2026 04:07
Benjamin Adatsi	Supported	16-01-2026 04:11
Abu Yahaya	Supported.	16-01-2026 04:13
Emmanuel Turkson	Payment restricted to only the portion due in year-1 (45.3k)	20-01-2026 12:45
Atta Yeboah Gyan	All such renewals and requests must be concurrently approved by the MD	20-01-2026 03:27