WHATSUP® GOLD CASE STUDY

State & Local Government

Introduction

This case study of a state & local government is based on a June 2020 survey of WhatsUp® Gold customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

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"Trusted by all user parties! We've augmented it with a custom made app display using a third-party analysis tool, that reads the WUG dB to give a simple Red/Yellow/Green status display for all of the individual physical sites we monitor, so management, who does not want to get bogged down in details, has a simple way of knowing where issues exist, and how serious it is (red is bad, yellow is a concern, and green is a normal operations). Clicking on any circle representing a site, and it instantly pops up a graph over a much longer period of time than the default SQLExpress dB allows, so they can see how their long- trending is or planning purposes, without management types having to dig thru the level of the details WUG collects and displays for the technical folks actually managing the network, and sort thru it, for the bandwidth of the circuit to that site."

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select WhatsUp® Gold:

- Infrastructure, network, and operational challenges experienced prior to using WhatsUp® Gold:
  - Network Performance
  - Network status (what was up or down)

Use Case

The key features and functionalities of WhatsUp® Gold that the surveyed organization uses:

- When asked how well they knew WhatsUp® Gold prior to their evaluation or purchase, they said not at all.
- Monitoring 200+ devices (routers, switches, etc.) with WhatsUp® Gold.

Results

The surveyed organization achieved the following results with WhatsUp® Gold:

- Top benefits realized after implementing WhatsUp® Gold:
  - A reduced overall workload
  - An improved overall network performance
  - An improved overall user and/or customer experience / SLAs
  - And improved network and application reliability and performance
  - Improved Network Outage response – we knew something went down almost as soon as it happened, and before the customer started calling, and could proactively alert them to a received outage report
- Increased the productivity of their IT staff by more than 50% with WhatsUp® Gold.
- Saw a return on their investment on WhatsUp® Gold within 6 months.
- Value's WhatsUp® Gold's breadth of capabilities and support the most.
- WhatsUp® Gold compared to other vendors/competitors evaluated or used:
  - Breadth of capabilities & integrations: Significantly Better
  - Ease of use for increased adoption: Best in Class
  - Dedicated & responsive customer support: Significantly Better
  - Value returned for the price: Best in Class
  - Overall software performance: Best in Class

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government

About WhatsUp® Gold

WhatsUp Gold provides complete visibility into the status and performance of applications, network devices and servers in the cloud or on-premises.

Learn More:

Progress

WhatsUp® Gold