

Food and Drug Administration Case Study

Introduction

This case study of The Food and Drug Administration (FDA) is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



SAM collaboration unifies reporting as a whole.

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds Government:

- IT challenges their agency faced prior to implementing SolarWinds products:
 - Lack of visibility into the problems leading to network performance or capacity issues
 - Lack of visibility into system / server health
 - Lack of visibility into application or database performance
 - Inadequate automation of compliance reporting

Organization Profile

Organization:
The Food and Drug Administration (FDA)

Organization Size:
Federal

Industry:
Government

Use Case

The key features and functionalities of SolarWinds Government that the surveyed organization uses:

- Regular user in the following SolarWinds product areas:
 - Network Management
 - Systems, Application, Server, and Storage Monitoring
 - Security and Compliance
- Uses SolarWinds' products across whole agency
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To monitor system / server health
 - To monitor application and database health
 - To troubleshoot across the application stack / infrastructure
 - To monitor security incidents and vulnerabilities and improve compliance

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to US Federal and other Government agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

Learn More:

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[SolarWinds Government](#)

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Correlate network, server, and application issues to resolve performance problems
 - Improve resolution rates for networking performance and capacity issues
 - Improve configuration management
 - Improve system and application monitoring and troubleshooting
 - Provide better service levels to the agency
 - Improve log tracking and management
 - Improve NIST FISMA / RMF / DISA STIGS compliance
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - Storage Resource Manager
 - VoIP & Network Quality Manager
 - Log & Event Manager
 - Network Topology Mapper
 - Kiwi Syslog Server
- Realized a return on investment payback period of 4-6 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Multi-vendor support
 - Experience with other SolarWinds products
 - Scalability / ability to support our growth