

Glendale Elementary School District Case Study

Introduction

This case study of Glendale Elementary School District is based on a September 2020 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Network Performance Monitor, Server & Application Monitor, and Web Help Desk are our core focus of our organization.”

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

Organization Profile

Organization:
Glendale Elementary School District

Industry:
Educational Institution

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, applications, servers, and storage monitoring
 - Remote Support and IT Help Desk
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system/server health
 - To monitor application and database health
- They deploy SolarWinds to monitor 1,001-5,000 objects.

About SolarWinds Government

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

Learn More:

- [SolarWinds](#)
- [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 system and application monitoring and troubleshooting
 - Provide better service levels to the organization
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - Web Help Desk