SOLARWINDS GOVERNMENT CASE STUDY

Centers for Medicaid and Medicare Services Case Study

Introduction

This case study of Centers for Medicaid and Medicare Services\CDAC is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "Currently we only use DPA, which helps our IT Developers with the Database. In the future we would like to use software that monitors network traffic, trace routes, etc. "

Challenges

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

- IT challenges their agency faced prior to implementing SolarWinds products:
    - Lack of visibility into application or database performance

Use Case

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

- Regular user in the following SolarWinds product areas:
    - Database Management and Performance
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
    - To monitor application and database health

Results

The surveyed company achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
    - Improve resolution rates for networking performance and capacity issues
    - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
    - Network Performance Monitor
    - NetFlow Traffic Analyzer
    - Database Performance Analyzer
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products

Company Profile

Company:
Centers for Medicaid and Medicare Services\CDAC

Company Size:
Medium Enterprise

Industry:
Health Care

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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Source: Virginia Collins, Network Administrator, Centers for Medicaid and Medicare Services\CDAC