

State of Michigan Case Study

Introduction

This case study of State of Michigan is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service.



“NPM, SAM, and NTA are the modules we use the most to troubleshoot reported performance issues. Nine times out of ten, SolarWinds monitoring data exonerates the suspected network components.”

Challenges

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

- IT challenges their agency faced prior to implementing SolarWinds products:
 - Lack of visibility into the problems leading to network performance or capacity issues
 - Not having the tools to troubleshoot network problems or outages
 - Lack of visibility into system/server health
 - Lack of visibility into application or database performance

Organization Profile

Organization:
State of Michigan

Organization Size:
State & Local

Industry:
Government

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across multiple departments / locations, but not 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
 - To troubleshoot across the application stack/infrastructure
- They deploy SolarWinds to monitor 1,001-5,000 objects.

About SolarWinds

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:

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Results

The surveyed organization achieved the following results with SolarWinds:

- 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 organization
 - Improve log tracking and management
 - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
 - Multi-vendor support
 - Colleague recommendation