Large UK NHS Trust

Introduction

This case study of a large healthcare trust is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

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 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

Use Case

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

- Regular user in the following SolarWind product areas:
  - Network Management
  - Systems, Application, Server, and Storage Monitoring
  - Security and Compliance
  - Database Management and Performance
- Uses SolarWinds' products across multiple departments/locations, but not whole agency
- 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
- Favorite SolarWinds products are:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
  - Engineer's Toolset

Results

The surveyed company achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
  - Improved resolution rates for networking performance and capacity issues
  - Increased productivity of IT staff
  - Improved regulatory compliance
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Multi-vendor support
  - Scalability/ability to support our growth

Company Profile

The company 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.

Company Size:
Large Enterprise

Industry:
Health Care Trust

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.

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