

US Navy Case Study

Introduction

This case study of a federal government agency is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

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
 - Not having the tools to troubleshoot network problems or outages
 - Inadequate automation of compliance reporting

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
 - Security and Compliance
- 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 resolve configuration issues

Results

The surveyed organization 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 configuration management
 - Provide better service levels to the agency
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer
 - User Device Tracker
 - IP Address Manager
 - Engineer’s Toolset
- Realized a return on investment payback period of 0-3 months with SolarWinds products
- Purchased their SolarWinds’ products because of:
 - Ease of use
 - Cost effectiveness
 - Multi-vendor support
 - Experience with other SolarWinds products
 - Integration with other SolarWinds products
 - Best value
 - Scalability / ability to support our growth
 - Colleague recommendation

Organization Profile

The organization 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.

Organization Size:
Federal

Industry:
Government

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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