

Skokie Park District Illinois Case Study

Introduction

This case study of Skokie Park District is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

“We like Dameware Remote Support.”

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
 - The difficulty of providing end-user and systems support from a central location

Organization Profile

Organization:
Skokie Park District

Organization Size:
State & Local

Industry:
Government

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
 - Remote support and technical support
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
 - Network performance monitoring
 - Troubleshooting network problems or failures
 - Centralized support for end users and systems

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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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
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - User Device Tracker
- Purchased their SolarWinds products because of:
 - Prior use of other SolarWinds products
 - Best quality price report