

City of White Plains New York Case Study

Introduction

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



“Network Performance Monitor is a favorite; it gives us a full topology of our network.”

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
 - Lack of visibility into system/server health

Use Case

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

- Regular user in the following SolarWind product areas:
 - Network management
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
 - Network performance monitoring
 - Troubleshooting network problems or failures
 - Troubleshooting configuration issues
 - Monitoring the integrity of systems/servers

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
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Engineer’s Toolset
- Purchased their SolarWinds products because of:
 - Ease of use
 - Multi-vendor support
 - Scalability / Able to support our growth

Organization Profile

Organization:
City of White Plains

Organization Size:
State & Local

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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