

# Missouri State Government Case Study

## Introduction

This case study of a state & local government is based on an October 2019 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.



“My favorite SolarWinds product is Network Performance Monitor.”

## 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 system/server health
  - Lack of visibility into application or database performance

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Systems, applications, servers, and storage monitoring
  - Remote Support and IT Help Desk
- 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 support end-users and systems from a central location

## 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 system and application monitoring and troubleshooting
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - Web Performance Monitor

### 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:  
**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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