

# California City Government Case Study

## Introduction

This case study of a state & local government is based on a March 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.



“Server & Application Monitor – improves system health and troubleshooting time.”

## 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
  - 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 SolarWind product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
  - Security and compliance
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds’ products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Monitoring the integrity of systems/servers
  - Monitoring the integrity of applications and databases
  - Monitoring Security Incidents and Vulnerabilities, and Improving Compliance

## 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
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Improve log tracking and management
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Server & Application Monitor
  - Patch Manager
  - Virtualization Manager
  - Log & Event Manager
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Prior use of other SolarWinds products
  - Integration with other SolarWinds products

### 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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