

California K-12 Education Case Study

Introduction

This case study of an educational institution is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have its name blinded to protect their confidentiality.



“Engineer’s Toolset gives my Network Engineers more data for monitoring and operation.”

“Good products – keep them easy to use.”

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

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
 - Security and compliance
- Uses SolarWinds’ products in the service / on the site
- Agency use cases for leveraging SolarWinds’ products:
 - Network performance monitoring
 - Troubleshooting network problems or failures
 - 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:
 - Improve resolution rates for networking performance and capacity issues
 - Improve log tracking and management
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - IP Address Manager
 - Log & Event Manager
 - Engineer’s Toolset
 - Network Topology Mapper
 - DameWare Remote Support
 - Kiwi Syslog Server
- Realized a return on investment payback period of 0 to 3 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Affordability
 - Prior use of other SolarWinds products
 - Scalability / Able to support our growth

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.

Industry:
Educational Institution

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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