

# NOAA Case Study

## Introduction

This case study of a federal government is based on a September 2020 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.

## Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds:

- 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 SolarWinds product areas:
  - Network management
  - Security and compliance
- 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 resolve configuration issues

## Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
  - Improve configuration management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
- Realized a return on investment payback period of 10 to 12 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Experience 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:  
**Federal**

Industry:  
**Government**

### About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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