Broward County Florida Commission Case Study

Introduction

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

> **"My favorite 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 the problems leading to network performance or capacity issues
  - Lack of visibility into system/server health
  - The difficulty of monitoring cloud or hybrid infrastructure

Organization Profile

Organization:
Broward County Commission

Organization Size:
State & Local

Industry:
Government

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
- 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 Cloud or Hybrid Infrastructure

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.

Learn More:

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[↗ SolarWinds Government](#)

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
- Favorite SolarWinds' products:
  - Network Performance Monitor
  - Server & Application Monitor
  - Log & Event Manager
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Multi-vendor support
  - Prior use of other SolarWinds products
  - Best quality price report
  - Scalability / Able to support our growth

Source: Walter Ocampo, Operations Manager, Broward County Commission

Research by **TechValidate** by SurveyMonkey