SOLARWINDS GOVERNMENT CASE STUDY

United States Special Operations Command

Introduction

This case study of United States Special Operations Command is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "Our favorite SolarWinds products are Network Performance Monitor, Network Configuration Manager, User Device Tracker, and Network Topology Mapper."

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:
  - Inadequate automation of compliance reporting
  - Lack of Network configuration Management and Device Tracking

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 within department / location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To resolve configuration issues
  - To monitor system/server health
  - To monitor security incidents and vulnerabilities and improve compliance

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve configuration management
  - Provide better service levels to the agency
  - Improve log tracking and management
  - Improve NIST FISMA / RMF / DISA STIGS compliance
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - User Device Tracker
  - IP Address Manager
  - Log & Event Manager
  - Network Topology Mapper
- Realized a return on investment payback period of 10-12 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Experience with other SolarWinds products
  - Integration with other SolarWinds products
  - Scalability / ability to support our growth

Organization Profile

Organization:
United States Special Operations Command

Organization Size:
Federal

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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