

# El Paso County 911 District Case Study

## Introduction

This case study of El Paso County 911 District is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service.

“The initial install allowed the organization to increase bandwidth; we reconfigured hardware to optimize the interfaces. SAM allows the application team to be proactive rather than reactive.”

## 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
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - The difficulty of providing end-user and systems support from a central location

### Organization Profile

Organization:  
**El Paso County 911 District**

Organization Size:  
**State & Local**

Industry:  
**Government**

## Use Case

The key features and functionalities of SolarWinds that the surveyed organization uses:

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
  - Remote Support and IT Help Desk
  - Database Management and Performance
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system/server health
  - To monitor application and database health
  - To support end-users and systems from a central location
  - To plan for network and datacenter modernizations
- They deploy SolarWinds to monitor 501-1,000 objects.

### About SolarWinds

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.

#### Learn More:

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## Results

The surveyed organization achieved the following results with SolarWinds:

- 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 configuration management
  - 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
  - Virtualization Manager
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support
  - Experience with other SolarWinds products
  - Best value
  - Scalability / able to support our growth