solarwinds

Pennsylvania K-12 Education Case Study

Introduction

This case study of a educational institution 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.

> " "The SolarWinds product I find most beneficial is Web Help Desk."

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:
    - The difficulty of providing end-user and systems support from a central location

Use Case

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

- Regular user in the following SolarWinds product areas:
    - Remote Support and IT Help Desk
    - Syslog
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
    - To support end-users and systems from a central location
- They deploy SolarWinds to monitor 1,001-5,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
    - Provide better service levels to the organization
- Favorite SolarWinds products:
    - Web Help Desk
    - Dameware Remote Support
    - Kiwi Syslog Server
    - Dameware Remote Everywhere
- Purchased their SolarWinds' products because of:
    - Ease of use
    - Cost effectiveness
    - Multi-vendor support
    - Experience with other SolarWinds products
    - Integration with other SolarWinds products
    - Best value
    - Scalability / Able to support our growth
    - Colleague recommendation

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 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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Source: TechValidate survey of a Educational Institution