

# California Government Case Study

## Introduction

This case study of a state & government agency is based on a September 2020 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Good visibility into operating performance.”

## Challenges

The business challenges that led the profiled company 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 that the surveyed company uses:

- Regular user in the following SolarWinds product area:
  - Network management
- 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 monitor system/server health
- They deploy SolarWinds to monitor 1,001-5,000 objects.

## Results

The surveyed company 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 system and application monitoring and troubleshooting
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support

### Company Profile

The company 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.

Company Size:  
**State**

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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