

# Texas Higher Education Case Study

## Introduction

This case study of an Education Institution is based on a March 2019 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.



“NetFlow Traffic Analyzer is my favorite, because of the flow traffic visibility capabilities. This tool really helps us take a look at the type of traffic traversing the network.”

“The company provides great customer service and has prompt responses for our scenarios.”

## Challenges

The business challenges that led the profiled company 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
  - Not having the tools to troubleshoot network problems or outages

## Use Case

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

- Regular user in the following SolarWind product areas:
  - Network management
- Uses SolarWinds products in the service / on the site
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures

## Results

The surveyed company 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
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
- Realized a return on investment payback period of 7 to 9 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Best quality price report

### 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:  
**Medium Enterprise**

Industry:  
**Education Institution**

### 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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