Federal Systems Integrator Case Study

Introduction

This case study of a fortune 500 computer services company is based on a November 2015 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> **"** **"We are primarily NPM and NTA shop. The simplicity in which to perform standard network reliability and setting up of the views."**

Challenges

The business challenges that led the profiled company to evaluate and ultimately select SolarWinds:

- Faced the following IT challenge prior to implementing SolarWinds' products:
  - Didn't have the tools to troubleshoot network problems or outages

Use Case

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

- Regularly uses the following SolarWinds product:
  - Network Management
- Uses SolarWinds' products across whole agency.
- Leverages SolarWinds' products in order to:
  - To monitor network performance
  - To troubleshoot network problems or outages

Results

The surveyed company achieved the following results with SolarWinds:

- Realized the following benefit by using SolarWinds' products:
  - Improved resolution rates for networking issues
- Agrees the following are their favorite SolarWinds' product:
  - Network Performance Monitor
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Cost effectiveness

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:
Fortune 500

Industry:
Computer Services

About SolarWinds

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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