

# Ireland Health Service Executive (HSE) Case Study

## Introduction

This case study of Health Service Executive is based on a February 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“DameWare can push out the service to any PC.”

## Challenges

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

- IT challenge 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 Government that the surveyed organization uses:

- Regular user in the following SolarWinds product area:
  - Remote Support and IT Help Desk
- Uses SolarWinds' products across multiple departments / locations, but not whole agency.
- Agency use case for leveraging SolarWinds' products:
  - To support end-users and systems from a central location
- Favorite SolarWinds product is:
  - DameWare Remote Support

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following result after using SolarWinds products:
  - Increased productivity of IT staff
- Purchased their SolarWinds' products because of:
  - Ease of use

### Organization Profile

Organization:  
**Health Service Executive**

Organization Size:  
**Federal**

Industry:  
**Government**

### 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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