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UK National Health Service Case Study

Introduction

This case study of an NHS foundation is based on a February 2017 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.

Challenges

The business challenges that led the profiled organization 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
  - Lack of visibility into system/server health

Use Case

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

- Regular user in the following SolarWind product area:
  - Network Management
- Uses SolarWinds' products across whole agency.
- Agency use cases for leveraging SolarWinds' products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To monitor system/server health
- Favorite SolarWinds products are:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
  - Engineer's Toolset
  - Kiwi Syslog Server

Results

- Saw the following results after using SolarWinds products:
  - Can correlate network, server, and application issues to resolve performance problems
  - Can provide better service levels to the agency
  - Increased productivity of IT staff

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:
Foundation

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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