

Serco Group Plc Case Study

Introduction

This case study of Serco Group plc is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“I like that there is content based information on the console. It is easy to drill down to highlighted problem element.”

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:
 - Not having the tools to troubleshoot network problems or outages
 - Lack of visibility into system/server health
 - The difficulty of monitoring cloud or hybrid infrastructure
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - The difficulty of providing end-user and systems support from a central location
 - Difficulty assessing and remediating our vulnerabilities

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
 - Systems, applications, servers, and storage monitoring
 - Database Management and Performance
 - Voip, Virtualization
- Uses SolarWinds products combination / varies by product
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To monitor system/server health
 - To monitor application and database health
 - To monitor cloud or hybrid infrastructure
 - To troubleshoot across the application stack/infrastructure
 - To monitor security incidents and vulnerabilities and improve compliance
 - To support end-users and systems from a central location
 - To plan for network and datacenter modernizations

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
 - Improve configuration management
 - Improve system and application monitoring and troubleshooting
 - Provide better service levels to the organization
 - Improve log tracking and management
 - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Server & Application Monitor
 - NetFlow Traffic Analyzer
 - Virtualization Manager
 - Storage Resource Monitor
 - VoIP & Network Quality Manager
 - IP Address Manager
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Multi-vendor support
 - Experience with other SolarWinds products
 - Integration with other SolarWinds products
 - Scalability / Able to support our growth

Company Profile

Company:
Serco Group plc

Company Size:
Large Enterprise

Industry:
Professional Services

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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