SOLARWINDS GOVERNMENT CASE STUDY

California State Lands Commission Case Study

Introduction

This case study of California State Lands Commission is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "NPM is my favorite as it is still the workhorse of the suite. It touches all staff if a resource needs attention or is down then we get notifications. There is also the NOC we have built to support no touch monitoring."

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
    - Lack of visibility into application or database performance
    - The difficulty of monitoring cloud or hybrid infrastructure
    - Inadequate automation of compliance reporting
    - 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 organization uses:

- Regular user in the following SolarWind product areas:
    - Network management
    - Systems, applications, servers, and storage monitoring
    - Remote support and technical support
    - Performance and management of databases
- Uses SolarWinds' products throughout the company
- Agency use cases for leveraging SolarWinds' products:
    - Network performance monitoring
    - Troubleshooting network problems or failures
    - Troubleshooting configuration issues
    - Monitoring the integrity of systems/servers
    - Monitoring the integrity of applications and databases
    - Monitoring Cloud or Hybrid Infrastructure
    - Troubleshooting the application stack/infrastructure
    - Monitoring Security Incidents and Vulnerabilities, and Improving Compliance

Results

The surveyed organization 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
- Favorite SolarWinds' products:
    - Network Performance Monitor
    - Server & Application 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
    - Prior use of other SolarWinds products
    - Scalability / Able to support our growth

Organization Profile

Organization:
California State Lands Commission

Organization Size:
State & Local

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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