

State & Local Government

Introduction

This case study of a state & local government is based on an October 2022 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

“Very useful in my current position.”

Challenges

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

- IT challenges their agency faced prior to implementing SolarWinds products:
 - The product has been in use since I arrived.

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
 - Observability
 - Security and compliance
 - Database Management and Performance
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across multiple departments / locations, but not whole organization
- 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
- They deploy SolarWinds to monitor 10,001 – 40,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- 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
 - Provide planners with performance and capacity data to support modernization efforts
 - Improved full-stack visibility
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
 - Colleague recommendation

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.

Organization Size:
State & Local

Industry:
Government

About SolarWinds

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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