

# New Mexico Higher Education Case Study

## Introduction

This case study of a educational institution is based on a March 2019 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.



“Server & Application Monitor helps identify server issues.”

## 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:
  - Not having the tools to troubleshoot network problems or outages
  - 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
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Monitoring the integrity of systems/servers

## 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
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Integration with other SolarWinds products
  - Scalability / Able to support our growth

### 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:  
**Educational Institution**

### 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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