

# Indiana Higher Education Case Study

## Introduction

This case study of an educational institution is based on an October 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.



“Web Help Desk has been an invaluable tool to multiple support areas in our IT department. It makes ticket entry easier, ticket updates quicker, ticket histories easier to follow, and reporting “at a glance” when a quick check of the numbers is needed.”

## 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:
  - We needed more options than what our previous tracking system offered, including better reporting tools and LDAP integration.

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
  - To support end-users and systems from a central location

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Provide better service levels to the organization
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Web Help Desk
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - 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

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