Wisconsin Local Government Case Study

Introduction

This case study of a state & local government is based on a September 2020 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.

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:
    - Lack of visibility into the problems leading to network performance or capacity issues
    - Lack of visibility into system/server health
    - Lack of visibility into application or database performance

Use Case

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

- Regular user in the following SolarWinds product areas:
    - Systems, applications, servers, and storage monitoring
    - Database Management and Performance
- Uses SolarWinds' products within department / location
- Agency use cases for leveraging SolarWinds products:
    - To resolve configuration issues
    - To monitor system/server health
    - To monitor application and database health
    - To troubleshoot across the application stack/infrastructure
- They deploy SolarWinds to monitor 501-1,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
    - Improve resolution rates for networking performance and capacity issues
    - Improve system and application monitoring and troubleshooting
    - Provide better service levels to the organization
    - Improve log tracking and management
- Favorite SolarWinds products:
    - Server & Application Monitor
    - Database Performance 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.

Organization Size:
State & Local

Industry:
Government

About SolarWinds Government

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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Source: TechValidate survey of a State & Local Government

Research by **TechValidate** by SurveyMonkey