

DOD Case Study

Introduction

This case study of a federal government agency is based on a September 2017 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.

These are products we use on a daily / weekly basis. Their interface is rather simple to use and the historical metering allows us to track changes on our systems over time.

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
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - The difficulty of providing end-user and systems support from a central location

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network Management
 - Systems, Application, Server, and Storage Monitoring
 - Security and Compliance
 - Remote Support and IT Help Desk
- Uses SolarWinds products combination / varies by product
- 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 security incidents and vulnerabilities and improve compliance
 - 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:
 - 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 agency
 - Improve log tracking and management
 - Improve log tracking and management
 - Improve NIST FISMA / RMF / DISA STIGS compliance
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Server & Application Monitor
 - Patch Manager
 - NetFlow Traffic Analyzer
 - Log & Event Manager
 - Dameware Remote Support
- Realized a return on investment payback period of 4-6 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Best value
 - Scalability / ability 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:
Federal

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.

Learn More:

[SolarWinds](#)

[SolarWinds Government](#)