US Army Information & Security Command / Ground Intelligence Support Activity

Introduction

This case study of US Army Information & Security Command / Ground Intelligence Support Activity is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "SolarWinds enables me to give the end-user the information they need, to help them each day."

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
  - Inadequate automation of compliance reporting

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
- Uses SolarWinds products across multiple departments / locations, but not whole agency
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To monitor system/server health
  - To monitor application and database health

Results

The surveyed organization achieved the following results with SolarWinds Government:

- 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 agency
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - Server & Application Monitor
  - Web Performance Monitor
  - Patch Manager
  - NetFlow Traffic Analyzer
  - Virtualization Manager
  - Storage Resource Manager
  - VoIP & Network Quality Manager
  - IP Address Manager
  - Log & Event Manager
  - Network Topology Mapper
  - Dameware Remote Support
- Purchased their SolarWinds products because of:
  - Multi-vendor support
  - Scalability / ability to support our growth

Organization Profile

Organization:
*US Army Information & Security Command / Ground Intelligence Support Activity *

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.

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Research by **TechValidate** by SurveyMonkey