

Government Integrator Case Study

Introduction

This case study of a large enterprise telecommunications services company is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“NPM, SAM, and IPAM are the modules that we are using.”

Challenges

The business challenges that led the profiled company 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

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products combination / varies by product
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To monitor system/server health
 - To monitor application and database health
 - To monitor cloud or hybrid infrastructure
- They deploy SolarWinds to monitor 1,001-5,000 objects.

Results

The surveyed company achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
 - Correlate network, server, and application issues to resolve performance problems
 - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - IP Address Manager
- Purchased their SolarWinds products because of:
 - Scalability / able to support our growth

Company Profile

The company 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.

Company Size:
Large Enterprise

Industry:
Telecommunications Services

About SolarWinds

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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