

# Minnesota Higher Education Case Study

## Introduction

This case study of a medium education company is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Network Performance Monitor has much more thorough out-of-box monitoring than our previous network management product.”

## Challenges

The business challenges that led the profiled company 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

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
- Uses SolarWinds products across multiple departments/locations, but not the whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages

## Results

The surveyed company 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
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
  - Kiwi CatTools
- Purchased their SolarWinds products because of:
  - Merger: SolarWinds was superior to the other product and had an unlimited license available!

### 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:  
**Medium Enterprise**

Industry:  
**Education**

### 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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