

Illinois Public Schools Case Study

Introduction

This case study of Illinois Public Schools is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Dameware Remote Control allows me to resolve many issues quickly without forcing the user to wait until I can drive across town to their site.”

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:
 - Not having the tools to troubleshoot network problems or outages
 - 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
 - Remote Support and IT Help Desk
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
 - To support end-users and systems from a central location
 - To plan for network and datacenter modernizations

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - IP Address Manager
 - Dameware Remote Support
- Purchased their SolarWinds products because of:
 - Ease of use

Organization Profile

Organization:
Illinois Public Schools

Industry:
Educational Institution

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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