

California County Government Case Study

Introduction

This case study of a State & Local Government Agency is based on a September 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.

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
 - Lack of visibility into application or database performance

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To monitor system/server health
 - To monitor application and database health
 - To monitor security incidents and vulnerabilities and improve compliance

Results

The surveyed company achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
 - Improve system and application monitoring and troubleshooting
 - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Patch Manager
 - User Device Tracker

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:
State & Local

Industry:
Government

About SolarWinds Government

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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