

National Institutes of Health Case Study

Introduction

This case study of a federal government agency is based on a September 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

The business challenges that led the profiled organization 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 organization 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 system/server health
- They deploy SolarWinds to monitor 1,001-5,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
 - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
 - Server & Application Monitor
 - Storage Resource Monitor
- Realized a return on investment within 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Best value

Organization Profile

The organization 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.

Organization Size:
Federal

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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