Internal Revenue Service Case Study

Introduction

This case study of Internal Revenue Service is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

Challenges

The business challenge that led the profiled organization to evaluate and ultimately select SolarWinds Government:

- IT challenge 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 organization uses:

- Regular user in the following SolarWinds product area:
  - Network Management
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To support end-users and systems from a central location

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve resolution rates for networking performance and capacity issues
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Cost effectiveness
  - Scalability / ability to support our growth
  - Colleague recommendation

Organization Profile

Organization:
Internal Revenue Service

Organization Size:
Federal

Industry:
Government

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.

Learn More:

 SolarWinds

 SolarWinds Government

Source: Eric Berns, Network Administrator, Internal Revenue Service