solarwinds

Case Study: US Department of Commerce

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Lacked visibility into the problems leading to network performance issues
  - Lacked visibility into system / server health

Use Case

- Regularly uses the following SolarWinds products:
  - Network Management
  - Systems Management
  - Database Management and Performance
- Uses SolarWinds' products across multiple departments / locations, but not whole agency
- Leverages SolarWinds' products in order to:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system / server, application or database health

Results

- Realized the following benefits by using SolarWinds' products:
  - Correlated network, server, and application issues to resolve performance problems
  - Improved resolution rates for networking issues
  - Improved configuration management
  - Improved log tracking and management
  - Provided better service levels to the agency
  - Deployed network changes faster with less risk
- Rated their satisfaction with SolarWinds' products as 10 (most satisfied) out of 10.
- Agrees the following are their favorite SolarWinds' products:
  - Network Performance Monitor
  - Network Configuration Manager
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
  - Virtualization Manager
  - Engineer's Toolset
  - Kiwi Syslog Server
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support
  - Best value
  - Scalability / ability to support our growth
  - Colleague recommendation