

US Air Force Case Study

Introduction

This case study of US Department of the Air Force is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

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:
 - Lack of visibility into the problems leading to network performance or capacity issues
 - Not having the tools to troubleshoot network problems or outages
 - Lack of visibility into system/server health
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - Inadequate automation of compliance reporting
 - 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
 - Security and Compliance
 - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To monitor system/server health
 - To monitor security incidents and vulnerabilities and improve compliance

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Improve resolution rates for networking performance and capacity issues
 - Improve configuration management
 - Provide better service levels to the agency
 - Improve log tracking and management
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 - Improve NIST FISMA / RMF / DISA STIGS compliance
- Favorite SolarWinds products:
 - Network Performance Monitor
 - NetFlow Traffic Analyzer
 - Virtualization Manager
 - VoIP & Network Quality Manager
 - IP Address Manager
 - Log & Event Manager
 - Web Help Desk
 - Network Topology Mapper
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Multi-vendor support
 - Experience with other SolarWinds products
 - Integration with other SolarWinds products
 - Best value
 - Scalability / ability to support our growth
 - Colleague recommendation

Organization Profile

Organization:
US Department of the Air Force

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.

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