

US Department of Homeland Security

Introduction

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



“SolarWinds systems management products are my favorites because they provide notification and assessment health of system components, resources, and applications.”

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
 - Lack of visibility into application or database performance
 - The difficulty of monitoring cloud or hybrid infrastructure
 - 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
 - Systems, Application, Server, and Storage Monitoring
 - Remote Support and IT Help Desk
 - Database Management and Performance
- Uses SolarWinds products across whole agency
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system/server health
 - To monitor application and database health
 - To monitor cloud or hybrid infrastructure
 - To troubleshoot across the application stack/infrastructure

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 configuration management
 - Improve system and application monitoring and troubleshooting
 - Provide better service levels to the agency
 - Improve log tracking and management
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- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Server & Application Monitor
 - Virtualization Manager
 - Storage Resource Monitor
 - Network Topology Mapper
- Realized a return on investment payback period of 7-9 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Multi-vendor support
 - Integration with other SolarWinds products
 - Best value
 - Scalability / ability to support our growth

Organization Profile

Organization:
US Department of Homeland Security

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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