

Case Study: Welsh National Government

Challenges

- Faced the following IT challenge prior to implementing SolarWinds' products:
 - Didn't have the tools to troubleshoot network problems or outages

Use Case

- Regularly uses the following SolarWinds products:
 - Network Management
 - Systems Management
- 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 monitor system / server, application or database health

About SolarWinds

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:

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Results

- Achieved the following with SolarWinds' products:
 - Provided better service levels to the agency
 - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 7 out of 10
- Their favourite SolarWinds products are:
 - Network Performance Monitor
 - Web Performance Monitor
 - NetFlow Traffic Analyzer
- Purchased their SolarWinds' products because of:
 - Ease of use
 - Multi-vendor support
 - Experience with other SolarWinds' products
 - Integration with other SolarWinds' products