Case Study: US Department of Interior

> "Able to see what is causing the high traffic, able to make best decisions for which location gets upgrades. No longer the squeaky wheel, it is the location in need."

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Lacked visibility into the problems leading to network performance issues
  - Didn't have the tools to troubleshoot network problems or outages

Use Case

- Regularly uses the following SolarWinds products:
  - Network 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

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
  - Provided better service levels to the agency
  - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 10 (most satisfied) out of 10.
- Agrees the following are their favorite SolarWinds' products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds' products because of:
  - Scalability / ability to support our growth
  - Colleague recommendation

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.

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Source: TechValidate survey of the US Department of Interior

Research by **TechValidate** by SurveyMonkey

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