

# Pennsylvania State Treasury Case Study

## Introduction

This case study of Pennsylvania Treasury Dept is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Good NOC view and alerting. ”

## 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 providing end-user and systems support from a central location

### Organization Profile

Organization:  
**Pennsylvania Treasury Dept**

Organization Size:  
**State & Local**

Industry:  
**Government**

## 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
  - 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 support end-users and systems from a central location

### 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.

#### Learn More:

[SolarWinds](#)

[SolarWinds Government](#)

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve configuration management
  - Provide better service levels to the organization
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
  - IP Address Manager
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Colleague recommendation