

# Foundation Case Study

## Introduction

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This case study of a foundation is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organisation asked to have their name blinded to protect their confidentiality.

## Challenges

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The business challenges that led the profiled organisation to evaluate and ultimately select SolarWinds Government:

- IT challenges their agency faced prior to implementing SolarWinds products:
  - Not having the tools to troubleshoot network problems or outages

## Use Case

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The key features and functionalities of SolarWinds Government that the surveyed organisation uses:

- Regular user in the following SolarWinds product areas:
  - Systems, Application, Server, and Storage Monitoring
  - Security and Compliance
  - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location.
- Agency use cases for leveraging SolarWinds products:
  - To troubleshoot network problems or outages
  - To troubleshoot across the application stack/infrastructure
- Favourite SolarWinds products are:
  - Log & Event Manager

## Results

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The surveyed organisation achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
  - Improved system and application monitoring and troubleshooting
  - Improved log tracking and management
- Purchased their SolarWinds products because of:
  - Experience with other SolarWinds products

### Organisation Profile

The organisation featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:  
**Foundation**

### About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to federal and government agencies across the US and Europe, including the UK National Health Service and a number of national defence ministry's to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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