City of St Cloud Florida Case Study

Introduction

This case study of the City of St. Cloud is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "Network Performance Monitor and Network Configuration Manager were the original two modules purchased. Still are the most utilized."

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

Use Case

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

- Regular user in the following SolarWind product areas:
    - Network management
    - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products in the service / on the site
- Agency use cases for leveraging SolarWinds' products:
    - Network performance monitoring
    - Troubleshooting network problems or failures
    - Troubleshooting configuration issues
    - Monitoring the integrity of systems/servers

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
- Favorite SolarWinds products:
    - Network Performance Monitor
    - Network Configuration Manager
    - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
    - Profitability
    - Prior use of other SolarWinds products

Organization Profile

Organization:
City of St Cloud

Organization Size:
State & Local

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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Source: Howard DeYoung, IT Director, the City of St. Cloud

Research by **TechValidate** by SurveyMonkey