UK Government Case Study

Introduction

This case study of a national government department 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

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:
    - Lack of visibility into application or database performance

Use Case

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
    - Database Management and Performance
- Uses SolarWinds products within department / location.
- Agency use cases for leveraging SolarWinds products:
    - To monitor application and database health
    - To troubleshoot across the application stack/infrastructure
- Favourite SolarWinds products are:
    - Database Performance Analyzer

Results

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
    - Increased productivity of IT staff
- Realised a return on investment payback period of 7-9 months with SolarWinds products.
- Purchased their SolarWinds products because of:
    - Ease of use
    - Cost effectiveness
    - Scalability / ability to support our growth
    - Colleague recommendation

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.

Organisation Size:
National

Industry:
Government

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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