

Government of Sweden

Introduction

This case study of a federal government is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Your products fulfill our need to monitor our network devices and keep track of all the configuration changes that occur. It also helps us get visibility as to what is connected to our network.”

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
 - Inadequate automation of compliance reporting

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
- 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 monitor security incidents and vulnerabilities and improve compliance
- Favorite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - User Device Tracker

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
 - Improved resolution rates for networking performance and capacity issues
 - Improved configuration management
 - Improved log tracking and management
 - Increased productivity of IT staff
 - Improved regulatory compliance
- Purchased their SolarWinds’ products because of:
 - Ease of use
 - Cost effectiveness
 - Integration with other SolarWinds’ products
 - Best value
 - Scalability / ability to support our growth

Organization Profile

The organization 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.

Organization Size:
Federal

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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