

# Medium Enterprise Healthcare Company Saves Time and Reduces Mean Time to Resolution with SolarWinds

## Introduction

This case study of a medium enterprise healthcare company is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“As a part of the overall security we have established, the Orion Platform has provided compliance, reporting, and reduction in time spent chasing incidents”

“Intuitive and functional. ”

## Challenges

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

- Rates their skill level in identifying risk, protecting data and assets, reporting on compliance, and responding to security incidents a 5 – security expert, prior to using SolarWinds security products.

## Use Case

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

- The SolarWinds® security products their organization currently uses:
  - Server Configuration Monitor
  - Network Configuration Manager

## Results

The surveyed company achieved the following results with SolarWinds:

- Rates their skill level in identifying risk, protecting data and assets, reporting on compliance, and responding to security incidents a 5 – security expert, after utilizing SolarWinds security products.
- Saves 11 – 20 hours per week protecting data and assets and responding to security incidents with SolarWinds.
- Saves 6 – 10 hours per week reporting on compliance with security policies, including reports for specific regulations (HIPAA, PCI, etc.) with SolarWinds.
- Reduced mean time to resolution by 11 – 20% annually following their deployment of SolarWinds.
- Implemented SolarWinds within 5 – 8 weeks.

### Company Profile

The company 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.

Company Size:  
**Medium Enterprise**

Industry:  
**Healthcare**

### About SolarWinds

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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