

Government of Brussels

Introduction

This case study of a federal government is based on a September 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.



“The one network tool that allows multiple options and views.”

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
 - The difficulty of providing end-user and systems support from a central location

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
 - Remote Support and IT Help Desk
- Uses SolarWinds’ products across multiple departments / locations, but not whole agency
- Agency use cases for leveraging SolarWinds’ products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To support end-users and systems from a central location
- Favorite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer
 - Log & Event Manager
 - Engineer’s Toolset
 - DameWare Remote Support

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
 - Can correlate network, server, and application issues to resolve performance problems
 - Improved resolution rates for networking performance and capacity issues
 - Improved configuration management
 - Can provide better service levels to the agency
 - Improved log tracking and management
 - Increased productivity of IT staff
- Realized a return on investment payback period of 10-12 months with SolarWinds’ products
- Purchased their SolarWinds’ products because of:
 - Cost-effectiveness
 - Multi-vendor support
 - Experience with other SolarWinds’ products
 - 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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