solarwinds

Texas A&M University Case Study

Introduction

This case study of Texas A&M University is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "We like Server & Application Monitor because it gives us real-time status of server health."

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 system/server health
  - Lack of visibility into application or database performance
  - 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 SolarWinds product areas:
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across multiple departments / locations, but not whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor system/server health
  - To monitor application and database health
  - To troubleshoot across the application stack/infrastructure

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Improve log tracking and management
  - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
  - Server & Application Monitor
  - IP Address Manager
  - Access Rights Manager
- Purchased their SolarWinds products because of:
  - Multi-vendor support
  - Experience with other SolarWinds products
  - Scalability / Able to support our growth

Organization Profile

Organization:
Texas A&M University

Industry:
Foundation

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.

Learn More:

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Source: James Williams, Systems Administrator, Texas A&M University

Research by **TechValidate** by SurveyMonkey

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