Case Study: UK National Health Service

> "These are the SolarWinds products that we use most of the time and have implemented most. They provide us with the most useful information."

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Lacked visibility into the problems leading to network performance issues
  - Lacked visibility into system / server health

Use Case

- Regularly uses the following SolarWinds products:
  - Network Management
  - Systems Management
- Uses SolarWinds' products across whole agency.
- Leverages SolarWinds' products in order to:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system / server, application or database health
  - To support end-users and systems from a central location

Results

- Achieved the following with SolarWinds' products:
  - Correlated network, server, and application issues to resolve performance problems
  - Improved resolution rates for networking issues
  - Improved configuration management
  - Improved log tracking and management
- Rated their satisfaction with SolarWinds' products as 8 out of 10.
- Their favourite SolarWinds products are:
  - Network Performance Monitor
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
  - Virtualization Manager
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Multi-vendor support
  - Scalability / ability to support our growth

Source: TechValidate survey of National Health Service

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