SOLARWINDS GOVERNMENT CASE STUDY

Informatics Merseyside UK NHS Case Study

Introduction

This case study of Informatics Merseyside is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

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
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - Inadequate automation of compliance reporting
  - 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
  - Systems, Application, Server, and Storage Monitoring
  - Security and Compliance
- 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 system/server health
  - To monitor security incidents and vulnerabilities and improve compliance
  - To support end-users and systems from a central location
- Favorite SolarWinds products are:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
  - VoIP & Network Quality Manager
  - IP Address Manager
  - Kiwi Syslog Server

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
  - Improved system and application monitoring and troubleshooting
  - Can provide better service levels to the agency
  - Improved log tracking and management
  - Increased productivity of IT staff
  - Improved regulatory compliance
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support
  - Integration with other SolarWinds' products
  - Best value
  - Scalability / ability to support our growth

Organization Profile

Organization:
Informatics Merseyside

Industry:
Foundation

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to federal and government agencies across the US and Europe, including the UK National Health Service and a number of national defence ministry's to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

Learn More:

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Source: Lawrence Mcbride, IT Manager, Informatics Merseyside