

# SUNY Oswego Case Study

## Introduction

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This case study of SUNY Oswego is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

## Challenges

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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

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products within department/location
- Agency use cases for leveraging SolarWinds products:
  - To troubleshoot network problems or outages
  - To resolve configuration issues

## Results

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The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve resolution rates for networking performance and capacity issues
- Favorite SolarWinds products:
  - Network Configuration Manager
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Multi-vendor support
  - Experience with other SolarWinds products
  - Best value

### Organization Profile

Organization:  
**SUNY Oswego**

Industry:  
**Educational Institution**

### 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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