

Case Study: US Department of the Interior



“SolarWinds helps us provide solutions to issues we would otherwise not be able to support.”

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
 - Didn't have the tools to troubleshoot network problems or outages
 - Had inadequate automation of compliance reporting
 - Had difficulty providing end-user and systems support from a central location

Use Case

- Regularly uses the following SolarWinds products:
 - Systems Management
 - Remote Support and IT Troubleshooting Tools
- Uses SolarWinds' products within department / location.
- Leverages SolarWinds' products in order to:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To support end-users and systems from a central location

Results

- Realized the following benefits by using SolarWinds' products:
 - Improved security and reduced threat vulnerability
 - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 10 (most satisfied) out of 10.
- Agrees the following are their favorite SolarWinds' products:
 - Patch Manager
 - DameWare Remote Support
- Realized a return on investment payback period of 4-6 months with SolarWinds' products.
- Purchased their SolarWinds' products because of:
 - Cost effectiveness
 - Experience with other SolarWinds' products
 - Scalability / ability to support our growth

About SolarWinds

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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