Case Study: US Army

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Lacked visibility into the problems leading to network performance issues
  - Didn't have the tools to troubleshoot network problems or outages

Use Case

- Regularly uses the following SolarWinds products:
  - Network Management
- Uses SolarWinds' products combination / varies by product.
- Leverages SolarWinds' products in order to:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues

Results

- Realized the following benefits by using 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
  - Deployed network changes faster with less risk
  - Increased productivity of IT staff
  - Improved NIST FISMA / DISA STIGS compliance
- Rated their satisfaction with SolarWinds' products as 10 (most satisfied) out of 10.
- Agrees the following are their favorite SolarWinds' products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
  - IP Address Manager
  - Engineer's Toolset
  - DameWare Remote Support
- Realized a return on investment payback period of 4-6 months with SolarWinds' products.
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Multi-vendor support
  - Experience with other SolarWinds' products