

Case Study: National Aeronautics and Space Administration

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
 - Lacked visibility into system / server health

Use Case

- Regularly uses the following SolarWinds products:
 - Network Management
 - Systems Management
 - Remote Support and IT Troubleshooting Tools
- Uses SolarWinds' products across multiple departments / locations, but not whole agency
- Leverages SolarWinds' products in order to:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system / server, application or database health

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
 - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 9 out of 10.
- Agrees the following are their favorite SolarWinds' products:
 - Network Performance Monitor
- Realized a return on investment payback period of 4-6 months with SolarWinds' products.
- Purchased their SolarWinds' products because of:
 - Ease of use
 - Cost effectiveness
 - Best value

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.

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