

Michigan K-12 Education Case Study

Introduction

This case study of an educational institution is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Network Configuration Manager is my favorite; I can keep a backup of my configs. That is HUGE. And I can upgrade my switches and other network gear right from my SolarWinds console.”

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
 - Lack of visibility into system/server health
 - Lack of visibility into application or database performance
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - Inadequate automation of compliance reporting

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Educational Institution

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, applications, servers, and storage monitoring
- Uses SolarWinds products in the service / on the site
- Agency use cases for leveraging SolarWinds products:
 - Network performance monitoring
 - Troubleshooting network problems or failures
 - Monitoring the integrity of systems/servers
 - Monitoring the integrity of applications and databases
 - Troubleshooting the application stack/infrastructure

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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Results

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
 - Improve configuration management
 - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Server & Application Monitor
- Purchased their SolarWinds products because of:
 - Multi-vendor support