

Case Study: Department of Commerce



“This is the only product I use.”

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
 - we often had to go to the end-user's physical location to provide support

Use Case

- Regularly uses the following SolarWinds products:
 - Remote Support and IT Troubleshooting Tools
- Uses SolarWinds' products within department / location.
- Leverages SolarWinds' products in order to:
 - To support end-users and systems from a central location

Results

- Realized the following benefits by using SolarWinds' products:
 - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 8 out of 10.
- Agrees the following are their favorite SolarWinds' products:
 - DameWare Remote Support

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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