

UK NHS Foundation

Introduction

This case study of a healthcare foundation is based on a July 2018 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.



“Configuration management and real time config changes are extremely useful for recording change and reverting changes that have impacted normal service. NPM ensures we have near real time status of our WAN/LAN enabling us to react quickly to issues we would have otherwise been unaware of.”

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

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
- Uses SolarWinds’ products within department / location
- Agency use cases for leveraging SolarWinds’ products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To support end-users and systems from a central location
- Favorite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
 - Improved resolution rates for networking performance and capacity issues
 - Improved configuration management
 - Can provide better service levels to the agency
 - Increased productivity of IT staff
- Realized a return on investment payback period of 10-12 months with SolarWinds’ products
- Purchased their SolarWinds’ products because of:
 - Ease of use
 - Experience with other SolarWinds’ products

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:
Healthcare

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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