

New York City Transit Authority Case Study

Introduction

This case study of Law Enforcement is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“My favorite SolarWinds product is NetFlow Traffic Analyzer.”

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 system/server health

Use Case

The key features and functionalities of SolarWinds Government that the surveyed organization uses:

- Regular user in the following SolarWinds product areas:
 - Network management
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system/server health

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
- Favorite SolarWinds products:
 - NetFlow Traffic Analyzer
 - Kiwi Syslog Server
- Realized a return on investment payback period of 7 to 9 months with SolarWinds products

Organization Profile

Organization:
Law Enforcement

Industry:
Educational Institution

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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