SOLARWINDS GOVERNMENT CASE STUDY

County of El Paso 911 District Case Study

Introduction

This case study of County of El Paso 911 District is based on a September 2020 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "
> "NPM, SAM, and DPA working hand in hand greatly assist in identifying and resolving issues in my environment."

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds:

- 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
  - Difficulty assessing and remediating our vulnerabilities
  - Difficulty planning for network and datacenter modernizations

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
  - Remote Support and IT Help Desk
  - Database Management and Performance
- Uses SolarWinds' products across whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system/server health
  - To monitor application and database health
  - To troubleshoot across the application stack/infrastructure
  - To support end-users and systems from a central location
  - To plan for network and datacenter modernizations
- They deploy SolarWinds to monitor 501-1,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- 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
  - Provide better service levels to the organization
  - Improve log tracking and management
  - Improve log tracking and management
  - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - Database Performance Analyzer
- Realized a return on investment within 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support
  - Best value
  - Scalability / Able to support our growth

Organization Profile

Organization:
County of El Paso 911 District

Organization Size:
State & Local

Industry:
Government

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

Learn More:

[☐ SolarWinds](#)

[☐ SolarWinds Government](#)