

North Carolina Secretary Of State Case Study

Introduction

This case study of North Carolina Secretary of State Office is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Serv-U is my favorite because it makes our SFTP service easy to use for customers and employees.”

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:
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - Inadequate automation of compliance reporting

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
 - Security and compliance
- Uses SolarWinds products in the service / on the site
- Agency use cases for leveraging SolarWinds products:
 - Network performance monitoring
 - Troubleshooting network problems or failures
 - Troubleshooting configuration issues
 - Monitoring the integrity of systems/servers
 - Monitoring Security Incidents and Vulnerabilities, and Improving Compliance

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - We are still in the infancy stage of configuring.
- Favorite SolarWinds products:
 - Network Configuration Manager
 - Server & Application Monitor
 - Log & Event Manager
 - Serv-U FTP Server
- Purchased their SolarWinds products because of:
 - Recommendation from a colleague

Organization Profile

Organization:
North Carolina Secretary of State Office

Organization Size:
State & Local

Industry:
Government

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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