

Case Study: Hellenic Ministry of Citizen Protection (Greek Ministry of Interior)

“SolarWinds is easy to configure, provides a very quick view of my network’s health, and offers very important info from all the devices.”

Challenges

- Faced the following IT challenges prior to implementing SolarWinds’ products:
 - Lacked visibility into the problems leading to network performance issues
 - Lacked visibility into system / server health

Use Case

- Regularly uses the following SolarWinds products:
 - Network Management
 - SAM,IPAM,VIRTUALIZATION,NETFLOW
- Uses SolarWinds’ products within department / location.
- Leverages SolarWinds’ products in order to:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system / server, application or database health

Results

- Achieved the following with SolarWinds’ products:
 - Correlated network, server, and application issues to resolve performance problems
 - Improved resolution rates for networking issues
 - Improved log tracking and management
 - Provided better service levels to the agency
- Rated their satisfaction with SolarWinds’ products as 9 out of 10.
- Their favourite SolarWinds products are:
 - Network Performance Monitor
 - Server & Application Monitor
 - NetFlow Traffic Analyzer
 - VoIP & Network Quality Manager
 - IP Address Manager
- Purchased their SolarWinds’ products because of:
 - Ease of use
 - Scalability / ability to support our growth
 - Colleague recommendation

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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