

# California Local Government Case Study

## Introduction

This case study of a state & local government is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“NPM, NCM, and NTA are my favorite because they help me with my day to day tasks.”

## 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
  - Not having the tools to troubleshoot network problems or outages
  - Lack of visibility into system/server health

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
- Uses SolarWinds products across multiple departments / locations, but not 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 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:
  - Improve resolution rates for networking performance and capacity issues
  - Improve configuration management
  - Improve log tracking and management
  - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Multi-vendor support

### 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.

Organization Size:  
**State & Local**

Industry:  
**Government**

### About SolarWinds

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.

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