SAIC Case Study

Introduction

This case study of SAIC is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "The products assist in managing and monitoring the network."

Challenges

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

- 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

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network Management
  - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues

Results

The surveyed company 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
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
  - Web Help Desk
- Realized a return on investment payback period of 4-6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Integration with other SolarWinds products
  - Scalability / ability to support our growth

Company Profile

Company:
SAIC

Company Size:
Large Enterprise

Industry:
Computer Services

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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Source: Andre Hayes, IT/Systems Administrator, SAIC

Research by   **TechValidate**
by SurveyMonkey