

## UK NHS Case Study

### Introduction

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This case study of a large NHS Trust is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled trust asked to have their name blinded to protect their confidentiality.

### Challenges

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The business challenges that led the profiled trust 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
  - The difficulty of monitoring cloud or hybrid infrastructure

### Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network Management
  - Security and Compliance
- Uses SolarWinds' products across whole trust
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To monitor cloud or hybrid infrastructure
  - To troubleshoot across the application stack/infrastructure
- Favourite SolarWinds products are:
  - Network Performance Monitor
  - Network Configuration Manager
  - Server & Application Monitor
  - Patch Manager
  - NetFlow Traffic Analyzer
  - Virtualization Manager
  - Storage Resource Manager
  - Engineer's Toolset

### Results

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The surveyed company achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
  - Can correlate network, server, and application issues to resolve performance problems
  - Improved resolution rates for networking performance and capacity issues
  - Improved configuration management
- Purchased their SolarWinds products because of:
  - Ease of use
  - Multi-vendor support
  - Scalability / ability to support our growth

#### Company Profile

The company 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.

Company Size:  
**Large NHS Trust**

Industry:  
**Health Care**

#### About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to federal and government agencies across the US and Europe, including the UK National Health Service and a number of national defence ministry's to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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