

UK NHS Case Study

Introduction

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 organisation asked to have their name blinded to protect their confidentiality.



We like SolarWinds because it allows us to do our jobs and makes resolving issues easier and us proactive rather than reactive.

Challenges

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

- IT challenges their trust 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
 - Inadequate automation of compliance reporting

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network Management
- Uses SolarWinds products across whole trust
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
- Favourite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer
 - Kiwi Syslog Server

Results

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
 - Increased productivity of IT staff
- Purchased their SolarWinds products because of:
 - We needed a product and this was recommended to us

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:
Medium Enterprise

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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