

# California Local Government Case Study

## Introduction

This case study of a cultural institution is based on a September 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.



“Web Help Desk and Dameware are products my division uses on a daily basis.”

## 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
    - The difficulty of providing end-user and systems support from a central location

## Use Case

- The key features and functionalities of SolarWinds that the surveyed organization uses:
- Regular user in the following SolarWinds product areas:
    - Remote Support and IT Help Desk
  - Uses SolarWinds products across whole organization
  - Agency use cases for leveraging SolarWinds products:
    - To monitor network performance
    - To troubleshoot network problems or outages
    - To support end-users and systems from a central location

## Results

- The surveyed organization achieved the following results with SolarWinds:
- Results they were able to produce using SolarWinds products:
    - Provide better service levels to the organization
    - Improve log tracking and management
  - Favorite SolarWinds products:
    - Web Help Desk
    - Dameware Remote 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.

Industry:  
**Cultural Institution**

### About SolarWinds Government

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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