

Case Study: Health and Human Services



“Web help desk is the only product we have.”

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
 - Had inadequate automation of compliance reporting
 - Had difficulty providing end-user and systems support from a central location

Use Case

- Regularly uses the following SolarWinds products:
 - Systems Management
- Uses SolarWinds' products within department / location.
- Leverages SolarWinds' products in order to:
 - To support end-users and systems from a central location

Results

- Realized the following benefits by using SolarWinds' products:
 - Provided better service levels to the agency
 - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 8 out of 10.
- Agrees the following are their favorite SolarWinds' products:
 - Web Help Desk
- Purchased their SolarWinds' products because of:
 - Best value

About SolarWinds

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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