US Courts Case Study

Introduction

This case study of a federal government is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> " "This helped us get out of "fire-fighting" mode and get out ahead of issues before our customers notice."

Challenges

The business challenges that led the profiled organization 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
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - Difficulty planning for network and datacenter modernizations

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system/server health
  - To monitor application and database health
  - To troubleshoot across the application stack/infrastructure
  - To plan for network and datacenter modernizations

Results

The surveyed organization 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 system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Improve log tracking and management
  - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Ease of use
  - Experience with other SolarWinds products

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.

Organization Size:
Federal

Industry:
Government

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.

Learn More:

SolarWinds

SolarWinds Government