Kosovo Police

Introduction

This case study of Kosovo Police is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the profiled organisation 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

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network Management
  - Remote Support and IT Help Desk
  - Database Management and Performance
- Uses SolarWinds products across whole agency.
- Agency use cases for leveraging SolarWinds products:
  - To resolve configuration issues
  - To monitor system / server health
  - To monitor application and database health
  - To monitor security incidents and vulnerabilities and improve compliance
- Favourite SolarWinds products are:
  - Network Performance Monitor
  - IP Address Manager
  - Log & Event Manager
  - Web Help Desk
  - Engineer's Toolset

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 system and application monitoring and troubleshooting
  - Can provide better service levels to the agency
  - Improved log tracking and management
  - Increased productivity of IT staff
- Purchased their SolarWinds products because of:
  - Ease of use
  - Multi-vendor support
  - Experience with other SolarWinds products

Company Profile

Company:
Kosovo Police

Company Size:
Large Enterprise

Industry:
Government

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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Source: Abdurrahim Gashi, Security Manager, Kosovo Police

Research by **TechValidate** by SurveyMonkey