

US Army 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.



“They are the best because they zero in on exactly what we have to monitor and improve in our environment.”

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
 - Lack of visibility into system/server health
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - Inadequate automation of compliance reporting

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
 - Security and compliance
- Uses SolarWinds products across whole division
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To monitor system/server health
 - To monitor security incidents and vulnerabilities and improve compliance

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Improve configuration management
 - Improve system and application monitoring and troubleshooting
 - Improve log tracking and management
 - Improve NIST FISMA / RMF / DISA STIGS compliance
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Security Event Manager (formerly Log & Event Manager)
 - Dameware Remote Support
- Purchased their SolarWinds products because of:
 - Ease of use
 - Multi-vendor 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.

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.

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