SOLARWINDS GOVERNMENT CASE STUDY

California Municipal Case Study

Introduction

This case study of a small business energy & utilities company is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "
> **"Engineer's Toolset helps me do my job."**

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

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Systems, applications, servers, and storage monitoring
  - Remote support and technical support
- Uses SolarWinds products mixed scenario / It depends on the product
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues
  - Monitoring the integrity of systems/servers
  - Monitoring the integrity of applications and databases
  - Monitoring Cloud or Hybrid Infrastructure
  - Centralized support for end users and systems

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
- Favorite SolarWinds products:
  - Server & Application Monitor
  - Engineer's Toolset
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Recommendation from a colleague

Company Profile

The company 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.

Company Size:
Small Business

Industry:
Energy & Utilities

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