solarwinds

City University of New York Case Study

Introduction

This case study of mail.cuny.edu is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "I really like WPM – the fact we can disprove a user saying an application doesn't work, just gives me a warm and fuzzy."

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
  - Lack of visibility into application or database performance
  - The difficulty of providing end-user and systems support from a central location

Use Case

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

- Regular user in the following SolarWind product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
  - Performance and management of databases
  - WPM
- Uses SolarWinds products throughout the organization
- 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
  - Troubleshooting the application stack/infrastructure
  - Monitoring Security Incidents and Vulnerabilities, and Improving Compliance
  - 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
  - Web Performance Monitor
  - Database Performance Analyzer
- Realized a return on investment payback period of 10 to 12 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Best quality price report
  - Recommendation from a colleague

Organization Profile

Organization:
CUNY

Industry:
Educational Institution

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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