

# SolarWinds Higher Education Case Study

## Introduction

This case study of a educational institution is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

“NPM and SAM work well and they’re easy to configure.”

## Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds:

- IT challenges their agency faced prior to implementing SolarWinds products:
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - The difficulty of monitoring cloud or hybrid infrastructure
  - The difficulty of providing end-user and systems support from a central location
  - Configuration of the monitoring application was inconvenient and cumbersome

### 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.

Industry:  
**Educational Institution**

## Use Case

The key features and functionalities of SolarWinds 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 monitor system/server health
  - To monitor application and database health
  - To monitor cloud or hybrid infrastructure
  - To troubleshoot across the application stack/infrastructure
- They deploy SolarWinds to monitor 10,001 – 40,000 objects.

### About SolarWinds

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

#### Learn More:

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## Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve configuration management
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Provide planners with performance and capacity data to support modernization efforts
  - Easier to report on performance
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
- Purchased their SolarWinds products because of:
  - Ease of use
  - Integration with other SolarWinds products
  - Best value
  - Scalability / able to support our growth