

Large Government Contractor Case Study

Introduction

This case study of a large enterprise aerospace & defense company is based on a July 2018 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.

Challenges

The business challenges that led the profiled company 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
 - 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 company uses:

- Regular user in the following SolarWinds product areas:
 - Network Management
 - Systems, Application, Server, and Storage Monitoring
 - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To monitor system/server health
 - To support end-users and systems from a central location

Results

The surveyed company achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Improve resolution rates for networking performance and capacity issues
 - Improve configuration management
 - Provide better service levels to the agency
 - Improve log tracking and management
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- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - Virtualization Manager
 - Storage Resource Manager
 - IP Address Manager
 - Web Help Desk
 - Serv-U FTP Server
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Multi-vendor support
 - Integration with other SolarWinds products
 - Best value
 - Scalability / ability to support our growth

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:
Large Enterprise

Industry:
Aerospace & Defense

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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