

Community Hospital

Introduction

This case study of a state & local government is based on an October 2022 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

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:
 - Not having the tools to troubleshoot network problems or outages

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
 - Remote Support and IT Help Desk
 - Database Management and Performance
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
- They deploy SolarWinds to monitor 200-500 objects.

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 log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - IP Address Manager
 - Web Help Desk
 - DameWare Remote Support
- Purchased their SolarWinds products because of:
 - Cost effectiveness

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:
State & Local

Industry:
Community Hospital

About SolarWinds

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

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