SOLARWINDS GOVERNMENT CASE STUDY

Shelbyville Indiana High School Case Study

Introduction

This case study of Shelbyville High School is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "Web Help Desk is my favorite SolarWinds product."

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:
  - The difficulty of providing end-user and systems support from a central location
  - Much more labor-intensive assigning and checking work orders across the district

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Remote Support and IT Help Desk
- Uses SolarWinds products across whole organization

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Best value
  - Scalability / Able to support our growth

Organization Profile

Organization:
Shelbyville High School

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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Research by **TechValidate** by SurveyMonkey

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