solarwinds

California Higher Education Case Study

Introduction

This case study of a educational institution is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "Network Performance Monitor allows us to quickly see bandwidth utilization, high latency, up/down status, etc in an overall quick and coherent view."

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:
  - Not having the tools to troubleshoot network problems or outages
  - Lack of visibility into application or database performance

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products mixed scenario / It depends on the product
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues
  - Monitoring the integrity of systems/servers

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
  - Improve configuration management
  - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
  - Prior use of other SolarWinds products
  - Scalability / Able to support our growth

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

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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