US Army Case Study

Introduction

This case study of a federal government is based on an October 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.

> "Dameware Remote Support is my favorite. It gives us the ability to assist users in real-time from a central locaton and ability to remotely collect system information."

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

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
- Agency use cases for leveraging SolarWinds products:
  - To troubleshoot network problems or outages
  - To support end-users and systems from a central location

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve system and application monitoring and troubleshooting
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Dameware Remote Support
- Realized a return on investment payback period of 10 to 12 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Experience with other SolarWinds products
  - Best value

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:
Federal

Industry:
Government

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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