# US Civilian Government Case Study

## Introduction

This case study of a federal government is based on a September 2016 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.

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>
> "SolarWinds gives insight and control over the network I have not had before."

## 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:
  - Lack of visibility into the problems leading to network performance or capacity issues
  - Not having the tools to troubleshoot network problems or outages
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - The difficulty of monitoring cloud or hybrid infrastructure

## Use Case

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

- Regular user in the following SolarWind product areas:
  - Network Management
  - Systems, Application, Server, and Storage Monitoring
  - Database Management and Performance
- 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 monitor application and database health
  - To monitor cloud or hybrid infrastructure
  - To troubleshoot across the application stack/infrastructure

## 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 resolution rates for networking performance and capacity issues
  - Improve configuration management
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the agency
  - Improve log tracking and management
  - Improve log tracking and management
- Favorite SolarWinds' products:
  - Network Performance Monitor
  - Network Configuration Manager
  - Server & Application Monitor
  - Web Performance Monitor
  - Engineer's Toolset
- Realized a return on investment payback period of 0-3 months with SolarWinds' products
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Multi-vendor support
  - Experience with other SolarWinds' products
  - Best value
  - Scalability / ability 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.

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.

**Learn More:**

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Source: TechValidate survey of a Federal Government