

State Of Maryland

Introduction

This case study of State of Maryland is based on an October 2022 survey of SolarWinds customers by TechValidate, a 3rd-party research service.

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:
 - The difficulty of providing end-user and systems support from a central location

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Remote Support and IT Help Desk
- Uses SolarWinds products combination / varies by product
- Agency use cases for leveraging SolarWinds products:
 - To support end-users and systems from a central location
- 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:
 - Provide better service levels to the organization
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Dameware Remote Everywhere
 - Patch Manager

Organization Profile

Organization:
State of Maryland

Organization Size:
State & Local

Industry:
Government

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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