solarwinds

Texas Local Government Case Study

Introduction

This case study of a state & local government 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 is my favorite. It allows me to see the entire organization at a high-level glance."

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
  - Lack of visibility into system/server health
  - The difficulty of determining whether a security incident occurred and what happened during the breach
  - Difficulty assessing and remediating our vulnerabilities

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
  - Performance and management of databases
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues

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
  - Provide better service levels to the organization
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - Log & Event Manager
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Multi-vendor support
  - Best quality price report
  - 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.

Organization Size:
State & Local

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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