

# Florida Higher Education Case Study

## Introduction

This case study of a educational institution is based on a September 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Business requirements drive the products we use.”

## 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:
  - 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

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds’ products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To monitor system/server health
  - To monitor application and database health
- 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:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve resolution rates for networking performance and capacity issues
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
- Realized a return on investment payback period of 10 to 12 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Multi-vendor support
  - 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.

Industry:  
**Educational Institution**

### About SolarWinds Government

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