

# Wisconsin Public Schools Case Study

## Introduction

This case study of Wisconsin Public Schools is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“We use Web Help Desk to provide ticketing and data that we have used to increase staffing levels.”

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

## 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 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 log tracking and management
  - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
  - Web Help Desk
- Purchased their SolarWinds products because of:
  - Database connection

### Organization Profile

Organization:  
**Wisconsin Public Schools**

Industry:  
**Educational Institution**

### 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:

[SolarWinds](#)

[SolarWinds Government](#)