

# Berklee College of Music Case Study

## Introduction

This case study of Berklee College of Music is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

“Server & Application Monitor provides great monitoring.”

## 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

## 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, applications, servers, and storage monitoring
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Monitoring the integrity of applications and databases

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve resolution rates for networking performance and capacity issues
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - Virtualization Manager
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Integration with other SolarWinds products

### Organization Profile

Organization:  
**Berklee College of Music**

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](#)