

# New Mexico Higher Education Case Study

## Introduction

This case study of an educational institution is based on an October 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.



“The NetFlow interface helps me track down specific hosts/connections causing problems on the network.”

## 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

## 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
- Uses SolarWinds products within department/location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system/server health

## 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 configuration management
  - Improve system and application monitoring and troubleshooting
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
  - User Device Tracker
- Purchased their SolarWinds products because of:
  - Ease of use
  - Multi-vendor support
  - Integration with other SolarWinds products

### 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

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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