UK NHS Case Study

Introduction

This case study of a healthcare trust is based on a July 2018 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.

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:
    - Not having the tools to troubleshoot network problems or outages
    - No VOIP troubleshooting tools, no central repository of device configs

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
    - Security and Compliance
- Uses SolarWinds' products across whole agency
- Agency use cases for leveraging SolarWinds' products:
    - To monitor network performance
    - To troubleshoot network problems or outages
    - To resolve configuration issues
    - To monitor security incidents and vulnerabilities and improve compliance
- Favorite SolarWinds products are:
    - Network Performance Monitor
    - Network Configuration Manager
    - VoIP & Network Quality Manager

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
    - Can correlate network, server, and application issues to resolve performance problems
    - Improved resolution rates for networking performance and capacity issues
    - Can provide better service levels to the agency
    - Increased productivity of IT staff
    - Improved regulatory compliance
- Realized a return on investment payback period of 4-6 months with SolarWinds' products
- Purchased their SolarWinds' products because of:
    - Ease of use
    - Multi-vendor support
    - Experience with other SolarWinds' products
    - Scalability / ability 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.

Learn More:

[SolarWinds](link)

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Source: TechValidate survey of a Healthcare Trust