solarwinds

United States Postal Service/Office of Inspector General Case Study

Introduction

This case study of United States Postal Service/Office of Inspector General is based on a September 2016 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> " "I favor these SolarWind's products for their ease of management for multiple routers and switches."

Challenges

The business challenges that led the profiled company 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

Use Case

The key features and functionalities of SolarWinds Government that the surveyed company 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

Results

The surveyed company 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 configuration management
  - Provide better service levels to the agency
  - Improve log tracking and management
- Favorite SolarWinds' products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
- Purchased their SolarWinds' products because of:
  - Ease of use
  - Cost effectiveness
  - Multi-vendor support
  - Experience with other SolarWinds' products
  - Integration with other SolarWinds' products
  - Best value
  - Scalability / ability to support our growth

Company Profile

Company:
United States Postal Service/Office of Inspector General

Company Size:
Federal

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:

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Source: Dewayne Jones, Sr. Network Engineer, United States Postal Service/Office of Inspector General

Research by **TechValidate** by SurveyMonkey