

Department of Justice Case Study

Introduction

This case study of a federal government agency is based on a September 2020 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.



“VMAN is a great product that gives a ton of visibility without a bunch of configuration required.”

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds:

- 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
 - The difficulty of monitoring cloud or hybrid infrastructure

Use Case

The key features and functionalities of SolarWinds that the surveyed organization uses:

- Regular user in the following SolarWinds product areas:
 - Network management
 - Systems, applications, servers, and storage monitoring
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To monitor system/server health
 - To monitor application and database health
 - To monitor cloud or hybrid infrastructure
 - To troubleshoot across the application stack/infrastructure
 - To plan for network and datacenter modernizations

Results

The surveyed organization achieved the following results with SolarWinds:

- Results they were able to produce using SolarWinds products:
 - Correlate network, server, and application issues to resolve performance problems
 - Improve system and application monitoring and troubleshooting
 - Improve log tracking and management
 - Improve NIST FISMA / RMF / DISA STIGS compliance
 - Provide planners with performance and capacity data to support modernization efforts
- Favorite SolarWinds products:
 - Server & Application Monitor
 - Virtualization Manager
 - Log Analyzer
- Realized a return on investment within 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
 - Ease of use
 - Multi-vendor support
 - Experience with other SolarWinds products
 - Integration with other SolarWinds products
 - Scalability / able to support our growth
 - We test each module we buy against other products in the space. We balance the benefit versus the cost and complexity of having another vendors product to utilize.

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:
Federal

Industry:
Government

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

Learn More:

[SolarWinds](#)

[SolarWinds Government](#)