SOLARWINDS GOVERNMENT CASE STUDY

California Local Government Case Study

Introduction

This case study of a state & local government 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.

> "Network Performance Monitor allows us to monitor bandwidth and network utilization and alert on issues in real time."
>
> "I also like the availability of different products that allows us to grow capabilities over time."

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
  - The difficulty of providing end-user and systems support from a central location

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
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - 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 resolution rates for networking performance and capacity issues
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Web Performance Monitor
  - Virtualization Manager
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Integration with other SolarWinds products
  - Scalability / Able 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.

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