

Government of Malta

Introduction

This case study of a national government is based on a February 2017 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 integration of the Orion platform has allowed us to replace a number of separate tools which greatly improved visibility and reporting via a single plane of glass architecture.”

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
 - Inadequate automation of compliance reporting

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
 - Security and Compliance
- Uses SolarWinds' products across multiple departments / locations, but not whole agency.
- Agency use cases for leveraging SolarWinds' products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To troubleshoot across the application stack/infrastructure
- Favorite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - Server & Application Monitor
 - User Device Tracker
 - IP Address Manager
 - Log & Event Manager
 - Database Performance Analyzer
 - Network Topology Mapper

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
 - Improved configuration management
 - Improved system and application monitoring and troubleshooting
 - Can provide better service levels to the agency
 - 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
 - Cost effectiveness
 - Multi-vendor support
 - Integration 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:
National

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](#)

[SolarWinds Government](#)