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United States Postal Service Case Study

Introduction

This case study of United States Postal Service is based on a July 2018 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "We use your tools to schedule jobs to update configurations on network equipment and monitor traffic flow."

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

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
- 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

Results

The surveyed organization 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
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - NetFlow Traffic Analyzer
  - Engineer's Toolset
- Realized a return on investment payback period of 0-3 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Experience with other SolarWinds products
  - Integration with other SolarWinds products
  - Best value

Organization Profile

Organization:
United States Postal Service

Organization 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.

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Source: Dewayne Jones, Network Engineer, United States Postal Service