

# Pennsylvania State 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.

“SolarWinds gives us insight into network performance and problem resolution that we wouldn’t have otherwise. We also use Microsoft SCOM, which doesn’t handle network issues nearly as well as SolarWinds.”

## 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
    - Lack of visibility into application or database performance

## 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
    - Database Management and Performance
  - Uses SolarWinds products combination / varies by product
  - Agency use cases for leveraging SolarWinds products:
    - To monitor network performance
    - To troubleshoot network problems or outages
    - To monitor system/server health
    - To monitor application and database health

## 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 system and application monitoring and troubleshooting
    - Provide better service levels to the organization
    - Improve log tracking and management
  - Favorite SolarWinds products:
    - Network Performance Monitor
    - Server & Application Monitor
    - Storage Resource Manager
  - 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

### 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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