solarwinds

Government Contractor Case Study

Introduction

This case study of a Fortune 500 telecommunications services company is based on a September 2020 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "I have relied on SolarWinds data since 2005 for all my network design work."

Challenges

The business challenges that led the profiled company 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
    - Not having the tools to troubleshoot network problems or outages
    - Lack of visibility into system/server health
    - Lack of visibility into application or database performance
    - The difficulty of monitoring cloud or hybrid infrastructure
    - The difficulty of determining whether a security incident occurred and what happened during the breach
    - Inadequate automation of compliance reporting
    - The difficulty of providing end-user and systems support from a central location
    - Difficulty assessing and remediating our vulnerabilities
    - Difficulty planning for network and datacenter modernizations

Use Case

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

- Regular user in the following SolarWinds product areas:
    - Network management
    - Security and compliance
    - NTM, NCM, NPM, IPAM, VQM
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
    - To monitor network performance
    - To troubleshoot network problems or outages
    - To resolve configuration issues
    - To monitor system/server health
    - To monitor application and database health
    - To monitor cloud or hybrid infrastructure
    - To troubleshoot across the application stack/infrastructure
- They deploy SolarWinds to monitor 10,001 – 40,000 objects.

Results

The surveyed company 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 resolution rates for networking performance and capacity issues
- Favorite SolarWinds products:
    - Network Performance Monitor
    - Network Configuration Manager
    - User Device Tracker
    - VoIP & Network Quality Manager
    - IP Address Manager
    - Engineer's Toolset
    - Network Topology Mapper
- Purchased their SolarWinds products because of:
    - Ease of use
    - Cost effectiveness
    - Experience with other SolarWinds products
    - Integration with other SolarWinds products
    - Best value
    - Scalability / Able to support our growth
      s

Company Profile

The company 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.

Company Size:
Fortune 500

Industry:
Telecommunications Services

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