solarwinds

City Of Philadelphia

Introduction

This case study of City of Philadelphia is based on an October 2022 survey of SolarWinds customers by TechValidate, a 3rd-party research service.

> "They give you the most up to date information that is needed"

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds:

- IT challenges their agency faced prior to implementing SolarWinds products:
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across multiple departments / locations, but not whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To monitor system/server health
- They deploy SolarWinds to monitor 1,001-5,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- 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
  - 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
  - Cost effectiveness
  - Best value

Organization Profile

Organization:
City of Philadelphia

Organization Size:
State & Local

Industry:
Government

About SolarWinds

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:

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Source: Patrick D'Cruz, IT Professional, City of Philadelphia

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