

# Medium Enterprise Government Company

## Introduction

This case study of a medium enterprise government company is based on an October 2022 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

## 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:
  - Not having the tools to troubleshoot network problems or outages

## Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor security incidents and vulnerabilities and improve compliance
  - To support end-users and systems from a central location
- They deploy SolarWinds to monitor 5,001-10,000 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 configuration management
  - Provide better service levels to the organization
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - IP Address Manager
- Realized a return on investment payback period of 7 to 9 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Scalability / Able to support our growth

### 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:  
**Medium Enterprise**

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.

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