

UK NHS Case Study

Introduction

This case study of an NHS Trust is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organisation asked to have their name blinded to protect their confidentiality.



Our favourite SolarWinds product is Network Performance Monitor.

Challenges

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

- IT challenges their department 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

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network Management
 - Systems, Application, Server, and Storage Monitoring
 - Database Management and Performance
- Uses SolarWinds products across multiple departments / locations, but not whole trust.
- 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
 - To troubleshoot across the application stack/infrastructure
- Favourite SolarWinds products are:
 - Network Performance Monitor
 - Server & Application Monitor
 - Web Performance Monitor
 - NetFlow Traffic Analyzer
 - Virtualization Manager
 - Database Performance Analyzer

Results

The surveyed organisation achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
 - Can correlate network, server, and application issues to resolve performance problems
 - Improved resolution rates for networking performance and capacity issues
 - Improved system and application monitoring and troubleshooting
 - Can provide better service levels to the agency
 - Increased productivity of IT staff
- Purchased their SolarWinds products because of:
 - Ease of use
 - Multi-vendor support
 - Integration with other SolarWinds products

Organisation Profile

The organisation 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.

Industry:
NHS Trust

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to federal and government agencies across the US and Europe, including the UK National Health Service and a number of national defence ministry's to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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