

# UK Environment Agency Case Study

## Introduction

This case study of a central government is based on a February 2017 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.



“NPM is the core tool set.”

## 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 system/server health
  - The difficulty of providing end-user and systems support from a central location

## Use Case

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

- Regular user in the following SolarWind product areas:
  - Network Management
  - Systems, Application, Server, and Storage Monitoring
- Uses SolarWinds' products across multiple departments / locations, but not whole agency.
- Agency use cases for leveraging SolarWinds' products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To monitor system/server health
  - To support end-users and systems from a central location
- Favorite SolarWinds product is:
  - Network Performance Monitor

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Saw the following result after using SolarWinds products:
  - Can correlate network, server, and application issues to resolve performance problems
- Purchased their SolarWinds' products because of:
  - Multi-vendor support

### 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:  
**Federal**

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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