Case Study: US Army

> "SolarWinds' Kiwi Syslog Server is an amazing tool for very low-intrusion log collection with alerts. We use it on a "console station" in our NOC which is connected to a large TV. During the course of the day there is generally a technician nearby."

Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Lacked visibility into the problems leading to network performance issues
  - Didn't have the tools to troubleshoot network problems or outages
  - Lacked visibility into system / server health
  - Had difficulty determining whether a security incident occurred and what happened during the breach
  - Had inadequate automation of compliance reporting
  - Had difficulty providing end-user and systems support from a central location

Use Case

- Regularly uses the following SolarWinds product:
  - Network Management
- Uses SolarWinds' products within department / location.
- Leverages SolarWinds' products in order to:
  - Monitor network performance
  - Troubleshoot network problems or outages
  - Resolve configuration issues
  - Monitor system / server, application or database health

About SolarWinds

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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Results

- Realized the following benefits by using SolarWinds' products:
  - Correlated network, server, and application issues to resolve performance problems
  - Improved resolution rates for networking issues
  - Improved configuration management
  - Improved log tracking and management
  - Deployed network changes faster with less risk
  - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 8 out of 10.
- Agrees the following are their favorite SolarWinds products:
  - Network Performance Monitor
  - Network Configuration Manager
  - Kiwi Syslog Server
- Realized a return on investment payback period of 4-6 months with SolarWinds' products.
- Purchased their SolarWinds products because of:
  - Cost effectiveness
  - Scalability / ability to support our growth
  - Approved software list

Source: TechValidate survey of a Federal Government