

Texas Higher Education Case Study

Introduction

This case study of a medium higher education company is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“My favorite SolarWinds product is NetFlow Traffic Analyzer. It is easy to use.”

Challenges

The business challenges that led the profiled company 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
 - The difficulty of determining whether a security incident occurred and what happened during the breach
 - Difficulty planning for network and datacenter modernizations

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network management
- Uses SolarWinds products across multiple departments / locations, but not whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To troubleshoot across the application stack/infrastructure
 - To plan for network and datacenter modernizations

Results

The surveyed company achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Improve resolution rates for networking performance and capacity issues
 - Improve configuration management
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Network Configuration Manager
 - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Experience with other SolarWinds products
 - 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:
Higher Education

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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