

Wisconsin County Government Case Study

Introduction

This case study of a state and local government 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.



“Our favorite SolarWinds product is Network Performance Monitor.”

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
 - Lack of visibility into application or database performance

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
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages

Results

The surveyed company achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Correlate network, server, and application issues to resolve performance problems
 - Improve resolution rates for networking performance and capacity issues
- Favorite SolarWinds products:
 - Network Performance Monitor
 - NetFlow Traffic Analyzer
- Purchased their SolarWinds products because of:
 - Cost effectiveness
 - Best value

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:
state and local 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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