solarwinds

Nevada K-12 Education Case Study

Introduction

This case study of an educational institution is based on a March 2019 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.

> "Network Performance Monitor is my favorite, due to ease of visibility into utilization and up/down statistics."

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
  - We needed a better support ticketing system

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Remote support and technical support
- Uses SolarWinds products in the service / on the site
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Centralized support for end users and systems

Results

The surveyed organization 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
  - Provide better service levels to the organization
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - NetFlow Traffic Analyzer
  - Web Help Desk
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Prior use of other SolarWinds products

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.

Industry:
Educational Institution

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.

Learn More:

SolarWinds

SolarWinds Government

Source: TechValidate survey of a Educational Institution

Research by **TechValidate** by SurveyMonkey