Anaheim California Public Utilities Case Study

Introduction

This case study of Anaheim Public Utilities is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.

> "**Network Performance Monitor gives us reliable information in regards to the network performance.**"

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

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
- Uses SolarWinds products in multiple departments / on multiple sites, but not throughout the enterprise
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures

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
  - Improve configuration management
  - 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
  - Multi-vendor support
  - Integration with other SolarWinds products
  - Scalability / Able to support our growth

Company Profile

Company:
Anaheim Public Utilities

Company Size:
Small Business

Industry:
Energy & Utilities

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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Research by **TechValidate** by SurveyMonkey