

## Case Study: General Services Administration

“SAM allowed me to make our Citrix environment rock solid by managing the services. NPM monitors my Dell Hardware. IPAM is how I keep track of IP addresses and what is in use.”

### Challenges

- Faced the following IT challenges prior to implementing SolarWinds' products:
  - Didn't have the tools to troubleshoot network problems or outages
  - Lacked visibility into system / server health

### Use Case

- Regularly uses the following SolarWinds products:
  - Network Management
  - Systems Management
  - Remote Support and IT Troubleshooting Tools
- Uses SolarWinds' products across multiple departments / locations, but not whole agency
- Leverages SolarWinds' products in order to:
  - To monitor network performance
  - To monitor system / server, application or database health

### Results

- Realized the following benefits by using SolarWinds' products:
  - Correlated network, server, and application issues to resolve performance problems
  - Provided better service levels to the agency
  - Increased productivity of IT staff
- Rated their satisfaction with SolarWinds' products as 9 out of 10.
- Agrees the following are their favorite SolarWinds' products:
  - Network Performance Monitor
  - Server & Application Monitor
  - IP Address Manager
- Realized a return on investment payback period of 10-12 months with SolarWinds' products.
- Purchased their SolarWinds' products because of:
  - Cost effectiveness
  - Experience with other SolarWinds' products
  - Best value

#### 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.

#### Learn More:

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