

UK Government

Introduction

This case study of a national government department is based on a September 2017 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organisation asked to have their name blinded to protect their confidentiality.

Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select SolarWinds Government:

- IT challenge their department faced prior to implementing SolarWinds products:
 - Not having the tools to troubleshoot network problems or outages

Use Case

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

- Regular user in the following SolarWinds product areas:
 - Network Management
 - Security and Compliance
- Uses SolarWinds products across whole agency.
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To resolve configuration issues
 - To monitor cloud or hybrid infrastructure
 - To monitor security incidents and vulnerabilities and improve compliance
 - To support end-users and systems from a central location
- Favorite SolarWinds products are:
 - Network Performance Monitor
 - Network Configuration Manager
 - User Device Tracker
 - Log & Event Manager

Results

The surveyed organisation achieved the following results with SolarWinds Government:

- Saw the following results after using SolarWinds products:
 - Improved resolution rates for networking performance and capacity issues
 - Improved configuration management
 - Can provide better service levels to the agency
 - Improved log tracking and management
 - Increased productivity of IT staff

Organisation Profile

The organisation 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.

Organisation Size:
National

Industry:
Government

About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to federal and government agencies across the US and Europe, including the UK National Health Service and a number of national defence ministry's to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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