

City of Fort Worth Texas Case Study

Introduction

This case study of City of Fort Worth is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Server & Application Monitor is a great help for monitoring and alerting.”

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
 - Lack of visibility into system/server health
 - Lack of visibility into application or database performance
 - Difficulty planning for network and datacenter modernizations

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
 - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products across multiple departments / locations, but not whole organization
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system/server health
 - To monitor application and database health
 - To troubleshoot across the application stack/infrastructure

Results

The surveyed organization 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
 - Improve system and application monitoring and troubleshooting
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - Web Performance Monitor
- Purchased their SolarWinds products because of:
 - Ease of use
 - Cost effectiveness
 - Best value

Organization Profile

Organization:
City of Fort Worth

Organization Size:
State & Local

Industry:
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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