SOLARWINDS CASE STUDY

Health and Human Services Case Study

Introduction

This case study of a federal government is based on an October 2020 survey of SolarWinds customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

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

- IT challenges their agency faced prior to implementing SolarWinds products:
  - Lack of visibility into the problems leading to network performance or capacity issues
  - Lack of visibility into system/server health
  - Lack of visibility into application or database performance
  - The difficulty of monitoring cloud or hybrid infrastructure
  - The difficulty of providing end-user and systems support from a central location

Use Case

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

- Regular user in the following SolarWinds product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
  - Database Management and Performance
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
  - To monitor network performance
  - To troubleshoot network problems or outages
  - To resolve configuration issues
  - To monitor system/server health
  - To monitor application and database health
  - To troubleshoot across the application stack/infrastructure
  - To support end-users and systems from a central location
- They deploy SolarWinds to monitor 10,001 – 40,000 objects.

Results

The surveyed organization achieved the following results with SolarWinds:

- 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 configuration management
  - 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
  - Network Configuration Manager
  - Server & Application Monitor
  - NetFlow Traffic Analyzer
  - Storage Resource Monitor
  - VoIP & Network Quality Manager
  - Security Event Manager (formerly Log & Event Manager)
  - Engineer's Toolset
  - Network Topology Mapper
  - Kiwi Syslog Server
  - Server Configuration Monitor
- Realized a return on investment payback period of 7 to 9 months with SolarWinds products
- Purchased their SolarWinds products because of:
  - Ease of use
  - Cost effectiveness
  - Integration with other SolarWinds products
  - Scalability / Able to support our growth

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.

Organization Size:
Federal

Industry:
Government

About SolarWinds

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to government and education to monitor agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

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Source: TechValidate survey of a Federal Government