

State & Local Government Customer Reduces MTTR by More Than 40% After Deploying SolarWinds Products

Introduction

This case study of a state & local 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.



“quick resolution time according to reports.”
“moderate”

Challenges

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

- Rates their skill level in identifying risk, protecting data and assets, reporting on compliance, and responding to security incidents a 3 – medium knowledge, prior to using SolarWinds security products.

Use Case

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

- The SolarWinds® security products their organization currently uses:
 - Server Configuration Monitor
 - Patch Manager

Results

The surveyed organization achieved the following results with SolarWinds:

- Rates their skill level in identifying risk, protecting data and assets, reporting on compliance, and responding to security incidents a 3 – medium knowledge, after utilizing SolarWinds security products.
- Saves 6 – 10 hours per week protecting data and assets and responding to security incidents with SolarWinds.
- Saves 6 – 10 hours per week reporting on compliance with security policies, including reports for specific regulations (HIPAA, PCI, etc.) with SolarWinds.
- Reduced security incidences by 11 – 20% annually following the deployment of SolarWinds.
- Reduced mean time to resolution by more than 40% annually following their deployment of SolarWinds.
- Implemented SolarWinds within 1 – 2 weeks.

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:
State & Local

Industry:
Educational Institution

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.

Learn More:

[SolarWinds](#)