

Colorado K-12 Education Case Study

Introduction

This case study of an educational institution is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Web Help Desk is our favorite. We have the ability to dig into the SQL database backend. Support for the entire IT service process.”

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:
 - We had difficulty managing inventory

Use Case

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

- Regular user in the following SolarWind product areas:
 - Remote support and technical support
- Uses SolarWinds products in multiple departments / on multiple sites, but not throughout the enterprise
- Agency use cases for leveraging SolarWinds products:
 - Troubleshooting configuration issues
 - Centralized support for end users and systems

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Improve system and application monitoring and troubleshooting
 - Improve log tracking and management
- Favorite SolarWinds products:
 - IP Address Manager
 - Web Help Desk
 - DameWare Remote Support
- Purchased their SolarWinds products because of:
 - Ease of use
 - Affordability
 - Best quality price report

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.

Industry:
Educational Institution

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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