SOLARWINDS GOVERNMENT CASE STUDY

Washington K-12 Education Case Study

Introduction

This case study of an educational institution is based on an October 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.

> " "Dameware is my favorite SolarWinds product."

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:
    - The difficulty of providing end-user and systems support from a central location
    - The ticketing process was cumbersome and users were frustrated.

Use Case

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

- Regular user in the following SolarWinds product areas:
    - Remote Support and IT Help Desk
- Uses SolarWinds products across whole organization
- Agency use cases for leveraging SolarWinds products:
    - To troubleshoot across the application stack/infrastructure
    - To support end-users and systems from a central location

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
    - Provide better service levels to the organization
    - Improve log tracking and management
- Favorite SolarWinds products:
    - Web Help Desk
    - Dameware Remote Support
- Realized a return on investment payback period of 4 to 6 months with SolarWinds products
- Purchased their SolarWinds products because of:
    - Ease of use
    - Cost-effectiveness

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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