Florida 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.

> "
> "We use Engineer's Toolset for config and troubleshooting assistance."

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:
  - Not having the tools to troubleshoot network problems or outages

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
- Agency use cases for leveraging SolarWinds products:
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Improve resolution rates for networking performance and capacity issues
  - Improve configuration management
- Favorite SolarWinds products:
  - Engineer's Toolset
  - Kiwi Syslog Server
- Purchased their SolarWinds products because of:
  - web search

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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