

City of Albertville Alabama Case Study

Introduction

This case study of the City of Albertville is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“Dameware Remote Support gives remote access to endpoints and a treasure chest of other information at your fingertips in a single pane of glass.”

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

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 technical support
- Uses SolarWinds products throughout the company
- Agency use cases for leveraging SolarWinds products:
 - 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:
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Web Help Desk
 - DameWare Remote Support
- Purchased their SolarWinds products because of:
 - Ease of use
 - Profitability
 - Multi-vendor support
 - Integration with other SolarWinds products
 - Best quality price report
 - Scalability / Able to support our growth

Organization Profile

Organization:
City of Albertville

Organization Size:
State & Local

Industry:
Government

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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