SOLARWINDS SERVER & APPLICATION MONITOR CASE STUDY

Medium Enterprise Computer Services Company

Introduction

This case study of a medium enterprise computer services company is based on a November 2015 survey of SolarWinds Server & Application Monitor customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "A business critical application monitoring was configured, and though Server was working with some overuse or resources, (by generating alerts for it), Application port managed to run with open for connection state. The ability of Solarwinds to run application specific monitoring, queries, was very helpful in a case to detect overall application impact, and notification to a support team quickly."
>
> "Monitoring job using Solarwinds is very much easier, in comparison with other monitoring tools."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select SolarWinds Server & Application Monitor:

- IT administration / management challenges that prompted you to purchase SolarWinds Server & Application Monitor:
    - They were spending too much manual effort and time spent on finding the root-cause of issues
    - A lack of centralized monitoring across multiple sites in the network
- Purchased SolarWinds Server & Application Monitor to replace BMC Performance Management Portal, BEM, BPPM, TMART, Patrol, BSA, EMC SMARTS, ITPR, Watch4Net, SCOM, Nagios, Compuware, Managesoft

Use Case

The key features and functionalities of SolarWinds Server & Application Monitor that the surveyed company uses:

- Purchased Server & Application Monitor for the following key features:
    - Its deep application performance monitoring using AppInsight™ dashboard
    - Its out-of-the-box monitoring templates for multi-vendor applications
    - Its application dependency mapping with underlying infrastructure using AppStack™ dashboard
    - Its server monitoring and IT asset inventory management
- Applications primarily monitored using Server & Application Monitor:
    - Windows
    - Linux
    - IIS
    - SQL Server
    - Oracle
    - Active Directory

Results

The surveyed company achieved the following results with SolarWinds Server & Application Monitor:

- Identifies and troubleshoots application issues 20 – 40% faster after deploying Server & Application Monitor
- Saw a 20 – 40% decline in application and server downtime since they started using Server & Application Monitor

Company Profile

The company 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.

Company Size:
Medium Enterprise

Industry:
Computer Services

About SolarWinds Server & Application Monitor

SolarWinds delivers powerful, affordable, and easy-to-use application, server, virtualization and storage monitoring software to help you get complete visibility of your systems infrastructure, and stay ahead of downtime and performance issues.

Learn More:

 SolarWinds

 SolarWinds Server & Application Monitor