solarwinds
government

SolarWinds – Civilian Federal Government

About SolarWinds:

SolarWinds products give organizations worldwide, including every branch of the DoD, and nearly every civilian and intelligence agency of the U.S., the power to monitor and manage the performance of their IT environments, whether on-premises, in the cloud, or in hybrid models. Many of our products are pre-integrated to offer "single pane of glass" management with rich functionality. We strive to take complexity out of IT and empower technology professionals to do their jobs more effectively and efficiently.

Key SolarWinds Statistics:

- Employees – over 3,200 worldwide
- Customers – over 320,000 worldwide
- #1 in Network Management, led market since 2016[1]

Our Capabilities Are Designed to Support:

- Application Performance Management – leverage digital experience and application performance monitoring to improve user experience
- Database Performance Management – identify performance issues across multi-vendor databases and quickly respond to resolve issues
- Infrastructure Management – monitor and manage servers, apps, virtualization, configurations, storage, and logs to identify root cause of infrastructure issues
- Network Management – monitor and manage network bandwidth, capacity, configurations, and devices to ensure performance and availability
- IT Security – leverage access rights, security events, and configuration and patch management to improve security posture
- Services Management – streamline service management to reduce resolution times

Notable Civilian Installations:

Agriculture – AMS, ARS, APHIS, FNS, FSIS, FAS, FS, ITS, NASS, NAL, OCIO
Commerce – Census, OCIO, OIG, ITA, NIST, NOAA, NTIA, NTO, PTO
Energy – Most Labs, BPA, FERC, OCIO, NNSA, TVA, WAPA
EPA – NARL, NCRFO, Region 4 and 7, WAN Operations
General Services Administration – OCIO, OIG
HHS – AHRQ, CDC, CMS, FDA, HRSA, HIS, IOS, NIH, OIG, OS
DHS – CBP, CISA, FEMA, FPS, ICE, OPS, OCIO, TSA, STD, USCG, USSS
Interior – BIA, BLM, BOR, FWS, NBC, NPS, OCIO, OS, OSMRE, USGS
Justice – ATF, BOP, CD, DEA, FBI, IG, JMD, NSD, USMS, USAO
Labor – BLS, OASAM
NASA – GRC, GSFC, JPL, KSC, LaRC, MSFC, SSC, HQ
OPM – OCIO
Postal Service – OIG, HQ, WAN
State – CA, DS, IRM, FS, OBO, OIG, and multiple embassies
Transportation – FAA, FHA, FRA, OIG, STB
Treasury – BEP, BFS, IRS, OCIO, OCC, OIG, US Mint

Civilian Federal Government — Case Study

Use Cases and Deployment Scope:

We use SolarWinds® Network Performance Monitor (NPM) across our entire IT department. Our network engineers use it to proactively identify network configuration issues and hardware health problems. Our incident management team uses it to home in on the problem when an outage is reported to the Help Desk. Our IT field support staff use it to get a sense of what is at their site and if the WAN bandwidth is getting saturated. IT leadership even peeks in on NPM to get a simple dashboard on the network. It's the heart of our SolarWinds server cluster.

Pros and Cons:

- ✓ Easy-to-configure NOC-style dashboards for almost anything on a network you want to monitor
- ✓ Customizable reports for any network metric.
- ✓ Customizable email alerts on dozens of different network issues.
- ✓ Centralized discovery and inventory for routers, switches, analog gateways, UPSs, access points, and other network hardware.
- • SolarWinds is slow to integrate features that users suggest, even when dozens of users have made the same suggestion over time.
- • The charts aren't as customizable as we would like (y-scale, plot size, etc.).
- • The reports feature has a combination of legacy ReportWriter reports and new reports. They should all be migrated to the new style. The old reports are hard to modify and the output is less usable than the new style.

Return on Investment:

- • Before NPM, we were in the dark on so many network issues. Setting up NPM for the first time was like "lifting up a rock in the woods"—seeing all sorts of scary things that were always there that you didn't see before.
- • It has helped us to prioritize IT spending on end-of-life equipment replacement.
- • It has saved hundreds of hours of staff time in troubleshooting outages and performance issues over the past four years.

Review Score:

SolarWinds NPM rated 9 out of 10

Source:

Director in Information Technology, Government Administration, 10,000+ employees
TrustRadius User Review of SolarWinds NPM, January 2020
https://www.trustradius.com/reviews/solarwinds-network-performance-monitor-2019-11-23-07-44-05

[1] Recognized as the global market share leader in Network Management Software in IDC's Worldwide Semiannual Software Tracker®, October 2020; led market since 2016.