

SolarWinds – US Department of Defense (DoD) and Intelligence Community

About SolarWinds:

SolarWinds is a leading provider of powerful and affordable IT infrastructure management software to customers worldwide, from enterprises of all sizes to every branch of the DoD, and nearly every civilian and intelligence agency of the U.S. Our approach is to deliver unexpected simplicity and redefine the management and monitoring expectations for all aspects of IT. We strive to eliminate the complexity found in traditional enterprise software and services by making it easy to find, buy, deploy, and maintain solutions, regardless of an agency's size. This focus on the user and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as a worldwide leader in network management software.

“SolarWinds is simple to setup and use, a powerful tool, and very cost friendly .”

- Network Engineer, DoD

<https://www.techvalidate.com/tvid/846-876-2C7>

Our Capabilities Are Designed to Support:

- Network – Performance, bandwidth, configuration, logs, and more
- Application and Server – Servers, email, databases, configuration, websites, and more
- Storage – Performance, capacity, configuration, and more
- Virtualization and Cloud – Performance, capacity, configuration, and more
- Log Management – Enterprise security, log analysis, compliance, and more
- Continuous Monitoring – For both IT operations and information assurance
- Tools – IT help desk, asset management, managed file transfer, and more

Notable DoD/IC Installations:

Defense Information Systems Agency
Defense Intelligence Agency
Defense Contract Management Agency
White House Communications Agency
Defense Security Service
Defense Logistics Agency
Pentagon Force Protection Agency
National Security Agency
National Geospatial Intelligence Agency
Defense Threat Reduction Agency
Missile Defense Agency



Key SolarWinds

Statistics:

- Employees – over 2,400 worldwide
- Customers – over 275,000 worldwide
- #1 in Network Management¹

US Department of Defense – Case Study

Challenges:

- Lacked visibility into the problems leading to network performance or capacity issues
- Didn't have the tools to troubleshoot network problems or outages
- Lacked the tools to troubleshoot network problems or outages
- Lacked visibility into system and server health
- Had difficulty determining whether a security incident occurred and what happened during the breach
- The difficulty of providing end-user and systems support from a central location

Solution:

- The DoD uses SolarWinds® network, systems, application, server, and storage monitoring tools, security and compliance tools, and remote support and IT help desk tools

Results:

- Correlated network, server, and application issues to resolve performance problems
- Improved resolution rates for networking and capacity issues
- Improved configuration management
- Improved system and application monitoring and troubleshooting
- Provided better service levels to the agency
- Improved log tracking and management
- Improved NIST FISMA/RMF/DISA STIGS compliance

Purchase Decision:

- Ease of use
- Cost effectiveness
- Best value
- Scalability/ability to support our growth

Testimonial:

- "These are products we use on a daily/weekly basis. Their interface is rather simple to use and the historical metering allows us to track changes on our systems over time."

Source:

Network Engineer, DoD

TechValidate Federal survey September 2017

<https://www.techvalidate.com/tvid/495-7D8-D2F>

¹ Source: IDC® defined Network Management Software functional market, IDC's Worldwide Semiannual Software Tracker, April 2018, based on revenue.

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