

Bartlesville Oklahoma Public Schools Case Study

Introduction

This case study of Bartlesville Public Schools is based on an October 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“We use the Web Help Desk every day and couldn’t effectively run the department without it.”

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:
 - Lack of visibility into the problems leading to network performance or capacity issues
 - Not having the tools to troubleshoot network problems or outages
 - Lack of visibility into system/server health
 - We needed a reliable ticketing system.

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
 - Systems, applications, servers, and storage monitoring
 - Remote Support and IT Help Desk
- Uses SolarWinds products within department / location
- Agency use cases for leveraging SolarWinds products:
 - To monitor network performance
 - To troubleshoot network problems or outages
 - To monitor system/server health
 - To troubleshoot across the application stack/infrastructure
 - To support end-users and systems from a central location

Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
 - Correlate network, server, and application issues to resolve performance problems
 - Provide better service levels to the organization
 - Improve log tracking and management
- Favorite SolarWinds products:
 - Network Performance Monitor
 - Server & Application Monitor
 - Web Help Desk
- Purchased their SolarWinds products because of:
 - SolarWinds modules have support in the areas that we need.

Organization Profile

Organization:
Bartlesville Public Schools

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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