

SOLARWINDS Customer Spotlight

**Large Enterprise Technology Company
Reduces Resolution Time by 50% With
SolarWinds Hybrid Cloud Observability**

Published December 18, 2023

Large Enterprise Technology Company Reduces Resolution Time by 50% With SolarWinds Hybrid Cloud Observability

Thank you for downloading this SolarWinds Event. Carahsoft is the sole distributor for SolarWinds IT Management and Monitoring solutions available via GSA, ITES-SW2, DIR, and other contract vehicles.

To learn how to take the next step toward acquiring SolarWinds' solutions, please check out the following resources and information:



For additional resources:
carah.io/solarwindsresources



For upcoming events:
carah.io/solarwindsevents



For additional SolarWinds
solutions:
carah.io/solarwindssolutions



For additional IT Management and
Monitoring solutions:
carah.io/ITmanagementsolutions



To set up a meeting:
SolarWinds@carahsoft.com
866-421-4683





To purchase, check out the contract
vehicles available for procurement:
carah.io/solarwindscontracts

Large Enterprise Technology Company Reduces Resolution Time by 50% With SolarWinds Hybrid Cloud Observability

Published: December 18, 2023

CUSTOMER PROFILE

 > 1000

 Technology Hardware, Storage & Peripherals

 JP

INTRODUCTION

This customer spotlight highlights a Large Enterprise Technology Hardware, Storage, and Peripherals company that sought a budget-friendly monitoring and observability solution to enhance visibility, consolidate tools, and simplify their transition to the cloud. By implementing SolarWinds® Hybrid Cloud Observability, the company experienced increased team productivity and reduced time to identify and resolve IT issues. The feedback provided here was collected and verified in a survey on SolarWinds customers conducted by UserEvidence, an independent research firm.

KEY STATS

20-40% reduction in time to identify the root cause of IT issues

50% reduction in resolution time

66

We have full visibility of the environment, all the way from system to router/network, to where the problems are. This has significantly improved response and resolution time since the problem is narrowed down for you. This saves a significant amount of time. Resolution time has decreased by over 50%.



Network Manager
Large Enterprise Technology Hardware, Storage, and Peripherals Company

SCENARIO

A Large Enterprise Technology Hardware, Storage, and Peripherals company faced challenges stemming from disparate tools causing inefficiencies, a need for a smooth transition to the cloud, budget-friendly solutions for managing complex infrastructure, an excess of alerts leading to critical issues being missed, and difficulty understanding IT spending due to numerous vendors and complex pricing structures. The company selected SolarWinds Hybrid Cloud Observability to tackle these challenges and experienced increased team productivity and reduced time to value. They appreciated the flexible licensing, enhanced visibility through a unified view of their entire technology stack, tool consolidation, and AIOps-powered anomaly-based alerts for faster issue resolution. Furthermore, the company saved money by reducing duplicate tools across distributed environments.

What main challenges led you to seek a new monitoring and observability solution?

- Disparate tools causing inefficiencies
- We needed a path to the cloud with a simple transition
- Budget-friendly solution for managing complex infrastructure
- Too many alerts caused critical issues to be missed
- Difficulty understanding IT spending due to too many vendors and complex pricing structures

What functions are using Hybrid Cloud Observability within your organization?

- Network or Systems Administrators
- IT Operations
- Network/IT Architect
- IT/Cloud Solution Architect
- IT Director/Manager

What features of Hybrid Cloud Observability are most important to you?

- Flexible licensing: one license covers total nodes across instances
- Enhanced visibility: unified view of your entire technology stack
- Tool consolidation: one platform for full-stack observability
- AIOps-powered anomaly-based alerts and alert correlation for faster issue resolution

What benefits of Hybrid Cloud Observability do you expect to achieve?

- Increased team productivity and reduced time to value
- Money saving from the reduction of duplicate tools across distributed environments

OUTCOME

After implementing SolarWinds Hybrid Cloud Observability, this Large Enterprise Technology Hardware, Storage, and Peripherals company significantly reduced the time spent identifying root causes by 20-40%.

By what % has the time it takes to identify the root cause of IT issues reduced with Hybrid Cloud Observability?

- 20-40%

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, secure observability and IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today’s modern, distributed, and hybrid network environments. We continuously engage with IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs) to understand the challenges they face in maintaining high-performing and highly available hybrid IT infrastructures, applications, and environments. The insights we gain from them, in places like our THWACK community, allow us to address customers’ needs now and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com. The SolarWinds, SolarWinds & Design, Orion, and THWACK trademarks are the exclusive property of SolarWinds Worldwide, LLC or its affiliates, are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other SolarWinds trademarks, service marks, and logos may be common law marks or are registered or pending registration. All other trademarks mentioned herein are used for identification purposes only and are trademarks of (and may be registered trademarks of) their respective companies. ©2023 SolarWinds Worldwide, LLC. All rights reserved.



Source: Survey of a Large Enterprise Technology Hardware, Storage & Peripherals company. Independent research conducted by UserEvidence. Data verified December 18, 2023.

UEID: 6170RPMA
uevi.co/6170RPMA