

## SolarWinds – U.S. Army

### 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.

“In the environment we work in, SolarWinds is critical in my job as a Risk Management Framework manager.”

Joann Mendoza, Risk Manager  
US Army Research Laboratory  
<https://www.techvalidate.com/tvid/916-7F1-499>

### 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 U.S. Army Installations:

Army WIN-T (part of baseline build)  
AMC – AMRDEC, ARL, CERDEC, CECOM,  
ARCENT – 3rd Army, SWACC  
ASA(ALT) – PEO AVN, PEO M&S, PEO-C3T, PEO-STRI, PEO-EIS and more  
ATEC – OTC, RTC, ATC, and more  
FORSCOM – XVIII Airborne, 82nd Airborne, III Corps/JNCC-A  
INSCOM – GISA, NGIC, 470th, 513th and more MI BDE's and activities  
MEDCOM – USAMITC, DENCOM and multiple hospitals  
NGB – 40+ units, including the largest states  
NETCOM – Redstone, Polk, Hood, Sam Houston and Dix; APCE Redstone Pilot  
PEO-EIS – ALTESS, PD-DWTS, PM-DCATS  
PEO-CS&CSS – JLTV program  
TRADOC – USAICoE, ATSC, AWG, NTC, JRTC, TSC, numerous MTC's and more  
USACE – ERDEC, DREN, AGC, MED, EUR  
USARC – CAPOC, 75th Training  
USASOC – 160th SOAR, AOSA



### Key SolarWinds

#### Statistics:

- Employees: over 2,400 worldwide
- Customers: over 275,000 worldwide
- # 1 in Network Management<sup>1</sup>

# U.S. Army — Case Study

## Challenges:

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

## Solution:

- The Army uses SolarWinds® systems, application, and storage management tools, and security compliance tools

## Results:

- Correlated network, server, and application issues to resolve performance problems
- Improve resolution rates for networking performance and capacity issues
- Improved configuration management
- Improve system and application monitoring and troubleshooting
- Provide better service levels to the agency
- Improve log tracking and management
- Improved RMF / DISA STIGS compliance
- They realized a return on investment payback period of 9-7 months

## Purchase Decision:

- Cost effectiveness
- Best value
- Scalability / ability to support our growth
- Colleague recommendation

## Testimonial:

- "In the environment we work in, SolarWinds is critical in my job as a Risk Management Framework manager."

## Source:

Joann Mendoza, Risk Manager  
US Army Research Laboratory  
TechValidate Federal survey September 2017  
<https://www.techvalidate.com/tvid/D11-407-586>

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

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