

SolarWinds – National Aeronautics and Space Administration

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.

“Very useful.
Easy to use and configure.
Reasonably priced.”

- IT Manager
NASA

<https://www.techvalidate.com/tvid/F9A-6B9-852>

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

Key SolarWinds

Statistics:

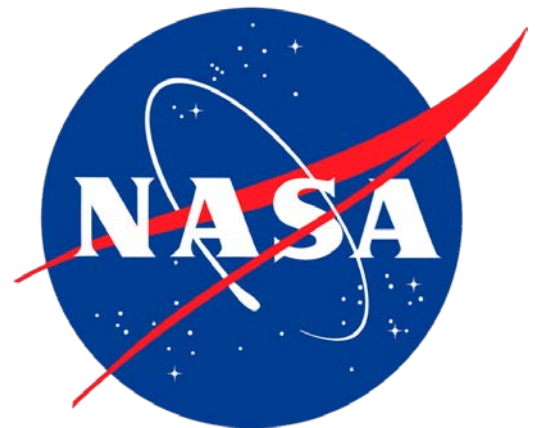
- Employees – over 2,400 worldwide
- Customers – over 275,000 worldwide
- #1 in Network Management¹

Notable NASA Installations:

Johnson Space Center (JSC) multiple
Kennedy Space Center (KSC) multiple
Goddard Space Flight Center (GSFC)
Langley Research Center (LaRC) multiple
Stennis Space Center (SSC)
Marshall Space Flight Center (MSFC) multiple
Wallops Flight Facility (WFF)
Jet Propulsion Laboratory (JPL)
Ames Research Center
White Sands Complex (WSC)
NASA Headquarters

Notable Civilian Science Installations:

DOE Labs – LLNL, FNAL, SNL, INL, ANL, ORNL
DOE – National Energy Technology Lab (NETL)
DOE – National Renewable Energy Lab (NREL)
HHS – National Institutes of Health (NIH) multiple
NOAA – National Ocean Service (NOS)
NOAA – National Environmental Satellite Data & Information Service (NESDIS)



NASA – A Case Study

Challenges:

- Lacked visibility into the problems leading to network performance issues
- Didn't have the tools to troubleshoot network problems or outages
- Lacked visibility into system/server health

Solution:

- NASA uses SolarWinds® network and systems management tools, remote support and IT troubleshooting tools to monitor network performance, troubleshoot network problems or outages, and monitor system, application, and database health

Results:

- Correlated network, server, and application issues to resolve performance problems
- Improved resolution rates for networking issues
- Improved configuration management
- Increased productivity of IT staff
- They rated their satisfaction with SolarWinds' products as 9 out of 10
- They realized a return on investment payback period of 4 – 6 months

Favorite Product:

- Network Performance Monitor

Purchase Decision:

- Ease of use
- Cost effectiveness
- Best value

Source:

Network Engineer, NASA

TechValidate Federal survey July 2015

<https://www.techvalidate.com/tvid/85D-A22-FA5>

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

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