



**Faster fixes,
clearer maps**

How Auvik sharpens visibility

An MSP shares how Auvik
reduced resolution times and
simplified device management

Key points

- Auvik enables automatic, comprehensive network diagrams for each managed client
- Significantly reduced mean time to resolution by eliminating manual switch tracing
- Easier troubleshooting with intuitive UI and real-time network visibility
- Freed up senior engineers to focus on more strategic tasks
- More efficient than previous mapping tools like Microsoft Visio
- Licensing based on switches rather than endpoints better aligns with MSP business models

“It lets us see precisely what's happening on the entire network.”

What is your primary use case for Auvik?

We're a managed services provider using Auvik for network management of firewalls and switches. We use several tools alongside Auvik, which we primarily utilize for network mapping and managing communication between switches and firewalls. Our clients are set up on tenants within the solution.

Auvik enables us to make comprehensive network diagrams of the various companies that we manage. It gives us complete visibility into the network infrastructure. Our tier 1 support techs generally don't use Auvik, but tier 2 and tier 3 engineers take advantage of the insights it provides.

How has Auvik helped your organization?

Auvik has lowered our mean time to resolution. When there are network issues, we can hop on Auvik and quickly see what's happening. Previously, we were manually inspecting each switch, trying to track down issues port-by-port. Now, we can instantly visualize connections and identify problems.

For example, we recently re-cabled a server rack, and Auvik eliminated the need for manual port tracing. That's especially helpful with switches spread across different racks.

We began seeing value within the first month. As soon as the network maps populated, our experienced engineers started leveraging Auvik effectively.

What do you think about the stability of Auvik?

I haven't had stability issues. That said, when making changes to the network, there can be a bit of lag before they reflect in the interface.

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-Keith Rempel, Networks Systems Analyst at Constant C Technology Group

How is Auvik's customer service and support?

I'd rate support 8 out of 10. We had one issue with the collector not installing properly. It took some back and forth, but support got it resolved quickly.

What is your ROI?

Auvik saves time by letting us resolve issues much faster. What used to take a technician hours now takes minutes.

Which solution did you use previously and why did you switch?

We previously used Microsoft Visio to manually map networks. Any time something changed, we had to remember to update the map, which was prone to error.

We continue to use N-able N-central for RMM, but we've scaled back on that and use Auvik for switches and firewalls because it gives us a clearer picture of the network.

How was the initial setup?

Auvik is cloud-based and fairly easy to set up. I led most of the deployment with help from two others. We had to input passwords, SNMP credentials, etc.

For an average-sized network, it takes about two hours to fine-tune everything. Some large sites took longer. Post-deployment, there's minimal maintenance—mostly just credential updates when adding new devices.

Which other solutions did you evaluate?

We had already researched Auvik, so we were familiar with what it could do. There weren't many alternatives offering the same capabilities. We looked at SolarWinds, but it was more expensive and less feature-rich for our needs.

Any final thoughts about Auvik?

I rate Auvik 9 out of 10. It's a great tool. I'd recommend new users take the training and spend time exploring the platform. Don't turn on all alerts at once—you'll get overwhelmed.

Read the full review on [Peerspot.com](https://www.peerspot.com)

Want to experience Auvik for yourself?

[Start your 14-day trial](#)