

Getting ahead of end user requests

Hear from an IT Manager
in Municipal Services

“It's super easy to use”

Key Points

- Internal IT team with a single location
- Previously managed with Meraki
- Mapping and monitoring benefits
- Easy to use and implement
- ROI over 2k monthly

What is our primary use case for Auvik?

We use Auvik to monitor net flow within our primary core switch and firewall. We look at the health and traffic flow alerts from our wireless access points or switches.

We don't use any of the automation features. Our company uses Auvik strictly for managing alerts. Auvik acts as a dashboard to give us oversight and a sense of the overall network health. We don't do a lot of troubleshooting within Auvik. It's more of a documentation and dashboard tool that lets me see all the problems and drill down.

We only have one location where we're using Auvik, but we're expanding to a second location under construction and being rebuilt. We'll eventually have two more locations. We want to monitor multiple sites and how they interact because we use SD-WAN between the sites.

How has Auvik helped my organization?

We previously had multiple solutions, and implementing Auvik has saved me a lot of time because I'm solely responsible for the infrastructure. I probably save an hour or two daily on my morning run-throughs, so it has saved the company the equivalent of a part-time employee each month.

In addition to saving time, we get better traffic insights. We can look at the entire inventory from a networking standpoint. It lets us see all our pieces and what's online, like a network topography. If somebody submits a ticket about internet issues in one of the areas, I can check that area to see how many other things are affected. It makes troubleshooting smoother. You can more effectively triage a problem because you have more information in front of you.

Auvik keeps our device inventories updated. We pair it with our asset management platform to double-check if things are discovered that haven't been asset-tagged. We want to see if the things that are live on the network match what we have in our asset management platform. Auvik also helps me delegate. I can see alerts on the endpoints that are not necessarily licensed, but it gives

us traffic insights. I can message the person at the help desk, "Hey, I noticed we're having Wi-Fi issues in this area. Can you check the staff computers on Ninja and see if anybody is having any issues?" They can go in remotely and communicate with the staff to see if they have noticeable issues. Is it an advisory thing we're seeing or something deeper that must be solved on the network side? Maybe it's on the endpoint side?



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Keeping our devices updated helps me take the pulse of each device. We use a remote management platform like an MDM, but then we also use ScalePad as a cost and inventory platform. Auvik tells us if all these things are up and running. There are three of us on the team, and each tracks inventory differently. Whenever we do annual inventory, we pull MAC addresses and devices to see what's in use and the usage rate. It helps a lot at the end of the year. Inventory takes an hour instead of a week.

Auvik helps us get ahead of the curve, so we can see many potential issues before they become problems. We'll get alerts for particular items before getting a ticket. In those cases, we can say, "I noticed you've been having some issues with Wi-Fi and sporadic connectivity. Is your computer okay? Are you having issues?"

It depends on the person, but most people don't like to complain and don't want to go into the trouble of sending in a ticket or anything like that. When you can get ahead of that and reach out to them, it's a great value.

What is most valuable about Auvik?

I like Auvik's mapping. Your home dashboard has a map view where you can see potential issues on the endpoints. If an AP or switch has a problem, you can drill down into those to see how it's affecting the endpoints.

The monitoring and management features are straightforward. Getting everything configured is a little tricky, but it's easy once everything is set up. The management is highly intuitive. It has tons of little tools you can use for your hardware. You can monitor network traffic, device health, and lifecycle management within an easy-to-use dashboard.

Auvik provides a single integrated platform that covers everything. We are considering adding our primary servers to get utilization stats and different telemetry from our primary hosts for our on-site VMs. Having all the features on a single platform is crucial. We use many services and platforms, and it's convenient to log into one dashboard and see everything from a bird's eye view.

It's super easy to use. Everything is easily mapped out. If you've navigated any website, it should all be intuitive. It's easy to lift a pane and see all the general areas. As you click into each site, you can drill down into each area you want to see.

People who don't dive as deep into the infrastructure as I do can go onto the site to see the dashboard and get a sense of the network's overall health. I don't need to push out reports and share alerts constantly. I'm the only one getting those, and the other team members can see from a bird's eye view whenever they're looking into things or trying to troubleshoot.

What needs improvement?

I would like a Power BI-style dashboard that you could show to a non-technical person with metrics like the number of devices accessing wireless, the amount of internet, total issues resolved each month, etc.

Those kinds of features would be nice, but that's more of a feature for executives. Many platforms are adding these features because they understand in-house IT staff need to deliver those reports to management.

For how long have I used Auvik?

We used Auvik with our MSP for a time. It was an account through somebody else. This month, we started using it as the primary account. In total, we've been using it for a year and a half.

What do I think about the stability of Auvik?

We haven't had any issues. I've been able to load the website from any location without any lag or delays.

What do I think about the scalability of Auvik?

One reason we chose Auvik was its ability to scale for multiple locations. It's effortless to scale by adding different locations. We have it at our headquarters and plan to add our Central Austin location, then go from there. Within the organization, it's easy to build out and add.

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

We used Meraki's built-in monitoring platform because we have a full Meraki stack. We used the topography and alert systems there, but it lacked many features because you're only seeing the network side. You don't see any of the devices. You could see some insights, but Auvik provides much more clarity.

I like Auvik's secure cloud-based solution and the ability to check the dashboard no matter where I am. If I'm remote and looking at multiple sites, I don't have to worry about VPN connections. I don't need to worry about opening the ports. It's huge for us to see everything from multiple sites.

How was the initial setup?

Setting up Auvik was straightforward, but sometimes you forget the passwords when setting up SNMP or Syslog. We had to go back and look for passwords, but that wasn't Auvik's problem.

It was simple to deploy Auvik right out of the box. All we needed to do was get our SNMP credentials and input the subnets I wanted to scan. I deployed it by myself, and it took less than one day. I probably spent about four hours on it.

After deployment, Auvik hasn't required any maintenance. The only thing that I've had to do is change the password for an SNMP credential if I got it wrong, but that's about it.



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What was our ROI?

We saw immediate value from Auvik. I think it's brand and device agnostic, which is incredible. The time to value was almost instant because we could see everything. We didn't have to go onto a Netgear portal, a Meraki portal, Azure AD, Intune, RMM, etc. We can see everything on one dashboard. The time to value was the time it took to implement: less than a day.

Auvik is much simpler to set up and maintain than my previous solution. It's night and day.

Dealing with multiple platforms and solutions was unwieldy. Time is money. Having everything combined is a value-add and saves a lot of money. We no longer need to outsource this and have somebody monitor it. Bringing all the monitoring in-house saves us \$2,000 a month, easily on top of all the other support hours we've saved.



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Which other solutions did I evaluate?

I tried Netskope and SolarWinds, but they were both somewhat clunky. At times, things can get over-engineered. It's like a lousy buffet where all the food is mixed in. That's what I feel with some platforms.

What's my experience with Auvik's pricing, setup cost, and licensing?

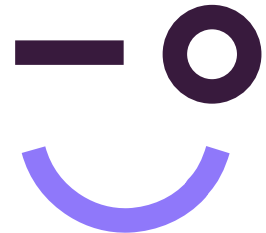
Auvik's pricing is spot-on. It's one of the better values I've seen.

What other advice do I have for those evaluating Auvik?

I rate Auvik 9 out of 10. If you're thinking about implementing Auvik, I recommend watching videos online before deployment. Watch the videos for ideas and attend demos so you can ask questions ahead of time.

We deployed so easily because all the questions were answered before we started. We did our research and watched videos when we were checking out Auvik. Auvik was at the top of our list, but we looked at other solutions and didn't find anything that came close.

This review was sourced via Peerspot.com



Want to experience Auvik for yourself?

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