

Transforming workflows with Auvik

Hear from the CEO
of a Canadian MSP



Case Study

“Auvik thought of everything”

Key Points

- Switching from Solarwinds was like night and day
- Lowered MTTR by enabling network admins
- Saved time with network mapping
- Enable device discovery regardless of vendor
- Created processes that are easier for the team
- Billing model makes switching worth investigating

What is our primary use case for Auvik?

When I started working with Auvik, I was working for a managed service provider helping several clients manage their network environments. We tried Auvik and decided to stick with it. It is used for network monitoring and different troubleshooting issues.

How has Auvik helped my organization?

Previously, we were logging into a client's firewall to see what was going on for troubleshooting or trying to get some data out of that. When our clients were using Ubiquiti, we logged into their network in a tenant network environment and navigated through different panels and settings to sort things out. Gathering all that data was laborious and time-consuming.

We saved on labor costs by making our client tech support more efficient. Auvik enables us to narrow down network issues and address them even faster because we aren't sifting through data and logs on multiple solutions or dashboards. Everything's on Auvik. From an MSP perspective, clients get a much better service, quicker response, and lower time to resolution. It saves me at least a couple of hours a day. Our entire team of network administrators is saving us dozens of hours per day.

New devices are automatically added to the network. You input the network credentials, and we get the metrics almost instantly when a new device or endpoint appears without changing the configuration because the settings are already in Auvik. We use another solution for asset inventory, but Auvik keeps track of assets.

It frees up time for your team to work on other tasks. It might even free up an entire technician. The permissions are granular. We have a multitenancy setup where you can assign members of your tech team different permissions.

You can get junior techs monitoring or troubleshooting without affecting the principles of these privileges.

Auvik thought of everything from a security perspective, and the junior techs don't need much training. It only takes a couple of hours to show the junior techs how to navigate. The rest is intuitive. Because of the granular controls for filtering, notifications, and alerts, you don't necessarily need dedicated technicians to sift through logs. You can respond when you get an alert.



None of the other network monitoring solutions I've tried has more features than Auvik. Nothing compares.”

What is most valuable about Auvik?

I like Auvik's SNMP capabilities. Seeing all the metrics and analytics in one dashboard is a game-changer. The topology is excellent. I give the network visualization 10 out of 10 for intuitiveness. The UI and user interface are top-tier. None of the other network monitoring solutions I've tried has more features than Auvik. Nothing compares.

I deployed NetFlow monitoring for one of our clients, which was great. I wasn't a cybersecurity analyst then, but Auvik helped me get into that field. The data captured and displayed and that real-time monitoring and alerting are critical for any network environment.

Auvik's monitoring and management functions aren't tricky to use. It takes no time to configure the notifications, and the dashboard is nice. The topology is impressive. I remember setting up a TV for some of our client environments to monitor.

You don't need to interact with it much because you get those alerts and reports sent to your email when there are issues. You can customize the triggers, so you're not bogged down with

notification fatigue. It isn't a complicated solution, and Auvik's training is excellent.

Everything is a single pane of glass, and Auvik is compatible with many different network hardware vendors. We had clients with SonicWall and Fortinet appliances. We primarily use Ubiquiti devices, but it doesn't matter. When a device isn't compatible, Auvik helps us integrate it quickly using various workarounds. We can easily do a bit of programming in Linux or set up specific SNMP triggers. Auvik is the solution regardless of the environment.

Auvik is also a Canadian company, and it means a lot to us to support another Canadian company. They've grown phenomenally over the years. They're not as big as Shopify, but all the Big Tech heavy hitters are all Americans, so it's nice to see Auvik reach for the stars.

How long have I used Auvik?

I have used Auvik off and on for five years.

What do I think about the stability of Auvik?

I have never had issues with Auvik. It isn't a resource hog. I've never seen it crash. I don't think I've ever used a tech platform or tool that doesn't crash. The stability is phenomenal. They have their maintenance windows, but those are scheduled.

What do I think about the scalability of Auvik?

You can scale from a tiny little network to a massive network with VPLS, MPLS, and multiple branch locations. It reads site-to-site VPN tunnels. Scalability is not an issue.

How is Auvik's customer service and support?

I rate Auvik support nine out of 10. Auvik support is phenomenal, and they're Canadians. That was a huge plus because we are Canadians. I'm a French and English speaker. I remember speaking to one of the tech support teams in French, and I was impressed with that.

They're based out of Waterloo, Ontario. I've been there, and I'm also in Ontario myself. The French community out there isn't big, so I was impressed with that. They're friendly and knowledgeable, and you never feel like a number to them.

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

We used SolarWinds for a while, but the UI was not great. It did the job, but SolarWinds' feature set left something to be desired. Switching to Auvik was night and day. It was the Cadillac of solutions, and everything was on one dashboard. You have the topology on the screen and click on a device in the map to connect or send command line scripts and commands to it. We used a few different solutions, but nothing compared to its features. Auvik's UI and the UX sold me on it.

How was the initial setup?

I deployed Auvik for my last company and another company I worked with. I tried to switch everybody over to Auvik. I don't get paid for that. I believe in the product. The setup is straightforward if you have fundamental network knowledge and Linux skills. A level-one tech might take a little time, but you could probably teach a high schooler to do this. It isn't rocket science.

I deployed Auvik out of the box. After configuring the collector, it takes five to 15 minutes for the network map to populate. The last time I configured it out of the box, I set it up and left

it because I trusted the solution. The first time I set it up, it took around 10 or 15 minutes tops to see things show up on the topology. They offer training for it, but it was like, "Here's the KB article. Go at it." We didn't need any support. After deployment, Auvik is pretty lightweight, maintenance-wise. It updates periodically, but we've never had issues.

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

The price shouldn't be an issue for a larger organization, but a smaller organization or an MSP might struggle because the billing is per device. You're paying for your firewalls and devices that appear on the network. If you have a smaller organization with an extensive network, your revenue won't be able to support that cost. That's probably the biggest downside for me.



[The Auvik team is] friendly and knowledgeable, and you never feel like a number to them."

However, you should go with Auvik if you can squeeze it into your budget because the time savings and ease of use are worth it. In the long run, you'll end up paying for the other solutions in labor costs and other expenses. You can use PRTG, but it's a pain to configure and resource-heavy. Auvik never causes issues on the networks because it's lightweight. The upfront costs may be higher, but it will save you time and money in the long run. Your tech team will appreciate it as well because of the user experience, in my opinion.

Which other solutions did I evaluate?

I've tested Pulseway, ManageEngine, SolarWinds, PRTG, and Domotz. Auvik blasts the other ones out of the water. In addition to the topology and the user interfaces, there is nothing like Auvik from a display or user experience perspective.



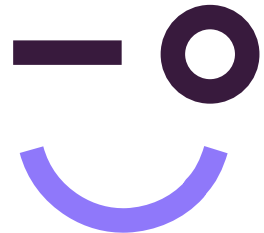
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Auvik's dashboard is clean and not too busy. It's easy to use, interpret and drill down into a device if necessary. It rapidly detects changes in the network environment and responds quickly with alerts.

What other advice do I have for those evaluating Auvik?

I rate Auvik 10 out of 10. Auvik is a powerful tool, and security is critical for my clients and me. I recommend following all the steps and securing your environment. Auvik has made MFA mandatory, which is essential. It is a powerful tool, so you wouldn't want that to fall into the wrong hands. Access to the company's network map is a hacker's jackpot. Follow the steps and reach out to support if you're unsure. There's also a pretty big community now. I've seen that grow over the years, which has been great.

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



Want to experience Auvik for yourself?

[Try our 14 day trial](#)