Boost speed and accuracy

How Auvik enables real-time visibility and faster troubleshooting for client networks

Case Study

PeerSpot

"We realized Auvik's benefits immediately"

Key points

- Auvik replaced time-consuming manual network mapping with real-time, accurate visibility

- The platform dramatically improved resolution times and simplified troubleshooting

- Remote tunneling to devices streamlined access without the need for VPNs

- The automated discovery and accurate SNMP-based mapping reduces human error

- Auvik has remained stable and low-maintenance for over six years of use

What is your primary use case?

We use Auvik for network mapping. It helps us to understand the layout and where things are so that we can troubleshoot the flow of data, where something is on the network, and why it might be having an issue.

How has Auvik helped your organization?

Before Auvik, I had to go on-site to the client's offices to physically trace all the cables manually and draw the network map on a diagram tool. That would take a long time, and there was potential for human error. When something changed, I had to go back and update the map. It took hours. With Auvik, the devices quickly populate the screen, and I can click through them. That's incredible. It's a huge time-saving troubleshooting tool.

We realized Auvik's benefits immediately. Once I understood the features, the benefits were very clear. Auvik has sped up our resolution time in many ways. When something is offline or there's an issue with a site-to-site connection or a switch, we can easily go in and see what's happening. We can identify what's connected and what may have been disconnected. It's more often used on the tier two side, but the tier one techs aren't using it.

What is most valuable about Auvik?

I like having a remote tunnel where I can access web interfaces inside a network, whether it's a DVR, an NDR camera system, a printer interface, or an IoT device. I love being able to tunnel in straight through Auvik instead of having to VPN in or remote to another. It's more straightforward and makes troubleshooting that device more accessible.

Auvik gives us a real-time picture of the network. In the past, when we did things manually, it was never up-to-date. Auvik keeps everything updated. The network map is accurate in the sense that it generates the correct data. Sometimes, we need to update it with the SNMP credentials. If we're feeding it the information it needs, it's highly accurate.

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If we're talking about clients adding stuff to the network, it's automatic, so we don't need to do much besides inputting the credentials.

How was the initial setup?

I was not directly involved in the deployment. After deployment, it requires very little maintenance. We only need to deploy the Auvik collector and ensure it's running.

Any final thoughts about Auvik?

I rate Auvik nine out of ten. I suggest reaching out to their customer relationship people. They're super personal and helpful. Take advantage of them.

Read the full review on Peerspot.com

How long have you used Auvik?

We have used Auvik for nearly six years.

What do you think about the stability of Auvik?

Auvik is stable. We haven't had any problems.

What do you think about the scalability of Auvik?

Our customers aren't growing quickly, so scalability means rolling Auvik out to new clients or clients adding new devices. If we're talking about adding new clients, it's easy to implement.

Want to experience Auvik for yourself?

Start your 14-day trial