

# Cut resolution time in half with Auvik

An MSP improves service and  
streamlines troubleshooting

### Key points

- Gained real-time network visibility without relying on manual diagrams
- Reduced mean time to resolution (MTTR) by 50%
- Proactively identify and resolve issues before they impact clients
- Successfully scaled Auvik across multiple business clients
- Integrated seamlessly with existing ticketing system

**“Auvik provided us with much-needed visibility into our network”**

### What is your primary use case for Auvik?

I am an MSP and I use Auvik to monitor my client's networks. When we experienced network issues, we simply lacked the visibility to understand the underlying causes. Auvik provided us with much-needed visibility into our network, enabling us to effectively diagnose and resolve problems. We are using Auvik's SaaS platform with an on-premises connector.

### How has Auvik helped your organization?

Auvik provides an intuitive interface that is easy to use. It alerts me if something being monitored goes offline, allowing me to track it down. There are various locations where I can access audit logs or alerts, which is helpful.

The network map and dashboard give us real-time visibility into our network—without needing to develop Visio diagrams. With the proper configuration, the dashboard offers full visibility.

Auvik helps minimize blind spots and allows for proactive monitoring. Being alerted to issues before users report them is invaluable. Auvik has helped reduce our mean time to resolution by 50%, allowing us to spend less time on fixing problems.



**Auvik helps minimize blind spots and provides an additional resource for monitoring and tracking network performance.”**

— Kirk Phillips, President, Intuitive Technologies

### What is most valuable about Auvik?

The most advantageous feature is the ability to back up configuration settings on switches and routers. I also use Traffic Insights, Auvik's premium monitoring service, which provides comprehensive visibility. Plus, it integrates well with my ticketing system, Autotask.

## How long have you used Auvik?

I have been using Auvik for three years.

## What do you think about the stability of Auvik?

I would rate the stability of Auvik nine out of ten.



**The network map and dashboard provide a straightforward approach to gaining real-time visibility into our network.”**

– Kirk Phillips, President, Intuitive Technologies

## What solution did you use previously, and why did I switch?

We used ConnectWise, but it didn't meet our needs. When we informed ConnectWise support that we were switching to Auvik, they acknowledged that Auvik was a better fit.

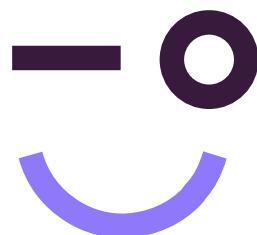
## Any final thoughts about Auvik?

I rate Auvik ten out of ten. I've deployed it across multiple small to medium clients. While occasional agent upgrade issues require my help, maintenance is minimal. I recommend Auvik.

Read the full review on [Peerspot.com](#)

## What do you think about the scalability of Auvik?

I use Auvik for small businesses, and it scales to meet my needs.



# Want to experience Auvik for yourself?

[Try our 14 day trial](#)

CASE STUDY | Auvik Network Management, Intuitive Technologies

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