Auvik
NETWORK MANAGEMENT

Solve issues faster and simplify network management

An MSP shares how Auvik delivers value through troubleshooting, backups, and simplified remote access

Case Study

"Auvik just works."

Key points

- Provides full network visibility through an intuitive dashboard and network map

- Reduces mean time to resolution and streamlines troubleshooting

- Enables terminal access and configuration backups directly within Auvik

- Offers scalability for adding new customers with minimal maintenance

- More user-friendly and stable compared to past solutions

What is your primary use case for Auvik?

We are a managed service provider. We use it for our customers, and we use it internally for our own network as well. By implementing this solution, like most people who have to manage networks, the first thing we wanted was to monitor and see what is on our network.

How has Auvik helped your organization?

The network map along with its dashboard gives full network visibility. Auvik Network Management is helpful for our engineers. We are structured a bit differently. We do not, as such, have entry-level engineers on our team. Our engineers already have pretty good knowledge of these things, but it does help them quite a bit. They do use it.

It has helped to decrease our mean time to resolution, but it is hard to compare the numbers. From the time I have been here, we have had Auvik. I do know that we use it quite often when there are issues. It is most likely the first place we check to make sure that the device is offline or to check for any alerts that might have been generated.

Auvik Network Management has helped us quite a bit with the issue resolution. It helps us trace certain things. It tries to map out as best what devices are connected to certain interfaces. In the past, we have used that quite a bit to troubleshoot when certain things were down.

What is most valuable about Auvik?

Being able to terminal into the devices without going anywhere else is valuable. All of it can be done within Auvik. The backups of the configuration seem to work for the most part.

I have not had any issues with them. I have used a couple of other solutions, such as WhatsUp Gold which had a lot of issues with making backups, and so far, from what I see, Auvik just works.

Auvik Network Management has helped us quite a bit with the issue resolution. It helps us trace certain things."

-Michael Her
IT Services Manager,
Navigator Networks

How long have you used Auvik?

I have been using this solution for a year and a half.

> **Being able to terminal into the devices without going anywhere else is valuable. All of it can be done within Auvik."**
>
> **-Michael Her
> IT Services Manager,
> Navigator Networks**

What do you think about the scalability of Auvik?

I find it pretty scalable. Because we are an MSP, we are having to add multiple customers. We do not have a whole lot right now; we only have three, but so far, there are no issues there. I do not see any issues there for adding more customers.

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

I am not aware of any other product being used in my current company. I have used alternatives to Auvik in other companies. I have used WhatsUp Gold. I have used Zabbix. I have briefly used SolarWinds.

To me, Auvik has been better in almost everything. Zabbix is a very powerful tool, but at the time I used it, it required a lot of setup. Getting it to work required a lot of setup work. Auvik also requires some setup work, but it is a little bit easier. You just have to get the credentials in. Everything is scanned. The collector does the rest once you have everything in there.

Any final thoughts about Auvik?

My advice to new users would be that in order to have a smooth setup, they need to put in the time to set up their devices. They have to make sure all the devices have proper login credentials, SNMP credentials, and NetFlow setup if you are using NetFlow. After you have all of these set up, it is very simple. From what I have seen from other deployments, when those things are not set up, people seem to think that it does not work. It all depends on the devices.

Overall, I would rate Auvik Network Management a nine out of ten.

Read the full review on Peerspot.com

Want to experience Auvik for yourself?

Try our 14-day trial