



# Clear visibility saves time and empowers techs

How a Netherlands-based IT firm uses  
Auvik to reduce mean time to resolution  
and improve technician efficiency

### Key points

- Enables quick diagnostics and fast resolution when a router or switch goes down
- Saves time with intuitive UI and streamlined setup
- Empowers junior technicians to resolve tickets independently
- Helps reduce mean time to resolution by 5–10 minutes per incident
- Time-to-value recognized within a month of deployment
- Replaced Domotz due to superior features and usability

**“Auvik is a time saver and money saver for everybody.”**

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

We use the solution for networking. If a router or a switch is down, we can look that up very quickly in Auvik Network Management, and then diagnose the problem.

### What is most valuable about Auvik?

Auvik Network Management really helps with the overview of every switch or router in a location. We tried other programs, but they just didn't work the same as Auvik.

Auvik provides an intuitive interface that is quite easy to navigate. It helps a lot because I can quickly diagnose the problem, which saves me a lot of time and a lot of money for the client.

It has empowered our entry-level technicians to solve more tickets on their own. Managers only need to explain the solution once, and then everybody understands how it works.

The solution is easy to navigate. Auvik has helped to decrease our mean time to resolution by five to ten minutes per problem.

The time-to-value is a lot better than that of other solutions. It took about a month from the time of deployment of Auvik for us to realize the time-to-value benefits.

Critical devices in our network are monitored by Auvik at no charge. This free monitoring is important to us because it shows that Auvik cares about us.

Auvik allows us to spend less time on the solution's setup and maintenance. It doesn't require a lot of steps, and you can explain it to an apprentice very easily, which saves much time.



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Service Engineer,  
Progression IT Business  
Solutions, B.V.**



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We used the time saved to ensure that all the smaller problems were also addressed. We could use the time we saved to ask the clients what they think about this new setup.

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

We previously used Domotz but switched to Auvik Network Management because Domotz didn't have many features. Auvik Network Management's strength is its ease of usability.

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

We haven't faced any issues with the solution's scalability. Auvik Network Management is a scalable solution. About ten users use the solution in our organization, and it has about 300 endpoints.

### **How is Auvik's customer service and support?**

The technical support team's response time is great. Problems are solved very fast, with no long waiting time.

### **How long have you used Auvik?**

I have been using Auvik Network Management for almost one year.

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

We haven't faced any issues with the solution's stability.

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

# **Want to experience Auvik for yourself?**

**Start your 14-day trial**