



Cut mean time to resolution with instant visibility

How one city's IT team is using Auvik to stay ahead of issues, reduce ticket volume, and improve technician efficiency



Key points

- Auvik gives instant visibility across the network, streamlining troubleshooting and monitoring
- Real-time alerts integrated with Microsoft Teams accelerate responses to critical infrastructure issues
- Junior technicians are empowered to resolve more tickets independently, reducing workload on senior staff
- The intuitive dashboard and network map reduce setup and maintenance time, making the team more proactive
- Auvik's filtering tools help zero in on specific device layers or interface types with ease

“...an intuitive interface that supports ease of use.”

What is your primary use case?

We use it for everything from alerting and monitoring. We have had some use cases where we had to do some forensic type of work and track down devices at locations that were breaking policy and things like that. It was pretty handy because we were able to grab some identifying information from the device, and it took about 30 minutes to figure out where the device had been every day for the last seven days.

How has Auvik helped your organization?

Auvik provides an intuitive interface that supports ease of use. We got all of our locations clearly defined. Everything is laid out well and labeled well. Several people know how to use it. It is something that I picked up on pretty quickly.

Auvik's network map along with its dashboard gives a real-time picture of our network. By using the filters, we can filter down to see what we want to see. We can see just the Layer 3 devices. It is very handy. With a couple of clicks, we are done. If we want to monitor WAN interfaces, we add them to the dashboard. If we want to monitor VPN interfaces, we can add them to the dashboard. It is fantastic.

Auvik's network map dashboard gives full network visibility. Whatever you give the collector access to, it takes that apart and dissects every bit of that.

Auvik has empowered our entry-level technicians to solve more tickets on their own. I do not want to give them access to it because it makes things too easy for them and they do not get challenged, but it has definitely helped in closing more tickets faster.

Auvik has absolutely decreased our mean time to resolution. Instead of days of hopping around on switches and hoping that the logs still include some information about something that is pertinent, it now takes minutes.



**...after using Auvik,
everything else seems
not so good.”**

**-Brandon Timmons, Network
Administrator & Resource Label
Group, City of Fort Smith, Arkansas**



Auvik has absolutely decreased our mean time to resolution. Instead of days of hopping around on switches...it now takes minutes.”

-Brandon Timmons, Network Administrator & Resource Label Group, City of Fort Smith, Arkansas

What is most valuable about Auvik?

The biggest draw for me is the flexibility of being alerted. If something happens with my critical infrastructure, I get real-time alerts on it in Teams.

What do you think about the stability of Auvik?

Any stability-related issues are very infrequent. They have a pretty rigorous maintenance schedule, and they notify you when maintenance is happening. The maintenance windows are pretty short and infrequent as well.

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

We had N-central. I tried to use it, and it was not great. There have been half a dozen that I have tried. They are all okay, but after using Auvik, everything else seems not so good.

We could see Auvik's benefits during the trial. The product that I was using at the time was pretty outdated. I had updated it recently, and I was pretty unhappy with the performance and the feature set that it had even after I updated it. I had inherited the product, but I started looking around immediately. We popped in an OVA for the collector into our VMware environment and had it going. In less than 30 minutes, we were already scanning our network and had more information built out than the product that we had been using for years.

Any final thoughts about Auvik?

To those evaluating Auvik, I would advise making sure that they have all the credentials they need before they start the trial for your equipment. Make sure you have SNMP set up, and you are good to go.

I would rate Auvik a nine out of ten.

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

Want to experience Auvik for yourself?

Start your 14-day trial