



Simplified infrastructure oversight and **faster troubleshooting**

How a healthcare IT Director uses Auvik to streamlines visibility and configuration management

“The dashboard is very easy to use.”

Key points

- Centralized platform for reviewing configuration changes and infrastructure health
- Helps detect hardware issues before manual intervention is needed
- Significantly reduces mean time to resolution by eliminating tool-switching
- Intuitive interface and labeling simplify daily network monitoring
- Strong multi-vendor compatibility and SSH access support
- Training and support praised for competence and clarity

What is your primary use case?

I use Auvik in a couple of ways. It is very good at keeping configuration files organized for us. We can review the changes to configuration files in our networking infrastructure equipment. It is also very good at creating maps and helping me visualize the troubleshooting of any infrastructure problems we have. By implementing Auvik Network Management, we were trying to get better visuals on our network and more transparency in our equipment because Auvik could talk to all of it. It was sort of agnostic. It did not require using a certain brand or anything. As long as you can SSH to it or terminal to it somehow, Auvik can read it.

How has Auvik helped your organization?

At first, it was definitely just a new toy to play with, but I saw its benefits the first time we were trying to sort through an infrastructure problem with a Wi-Fi network that was older and having issues. We saw several warnings on several of our older switches. We would not have seen this stuff unless we had gone into these switches and read through these logs on our own, but Auvik was holding this data and giving us these warnings so that we could go in and sort out what was wrong.

It gives me all of my infrastructure points very well because I have programmed it to do so. In terms of individual endpoints or workstations for users, the visibility is not as excellent, but it is still good enough. We do not use the tool for that. For our purposes, it is a very clean interface.



Auvik has 100% helped to decrease our mean time to resolution.”

**-Arthur J., Director,
Information Technology,
Healthcare Management Group**

Auvik has 100% helped to decrease our mean time to resolution. If I was not using Auvik to troubleshoot infrastructure problems, I would easily be adding another hour of work per problem or using another tool that was doing this. Everything is in one place, so I do not have to jump to different places to see the information. I can very easily filter through warnings and information.



They have a lot of confidence and capability. I am never disappointed in support.”

**-Arthur J., Director,
Information Technology,
Healthcare Management Group**

What is most valuable about Auvik?

The interface is very good. I generally do not have any complaints about it. It takes me where I want to go and is easy to learn.

The dashboard is very easy to use if you set it up correctly at the beginning. We have it all labeled the way we want it to be labeled, and everything is quickly navigable. We can see all of our different locations. We can see any locations that have errors on our map so that we know exactly what to poke at and what to take a look at today. I have no complaints. With big networks, it does become cramped, but there are filters built into the map. I filter out the points I do not want displayed on the map, and then it is very readable.

How long have you used Auvik?

I have used it for at least three or four years.

How is Auvik's customer service and support?

The quality of support is very good. Everybody I have ever talked to in tech support over there or in training is very familiar with Auvik and very comfortable navigating people around it. They have a lot of confidence and capability. I am never disappointed in support.

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

For me, Auvik is pretty unique. I have not used many tools that:

- Create a map the way that Auvik does
- Have the configuration review that Auvik has
- Have SSH or terminal access to the tools that Auvik has

Auvik is all in one. I have used SNMP collectors and things but never had another tool like this.

Which other solutions did you evaluate?

Auvik was our first choice because it fitted the use case that we wanted, which was the network control, and not a lot of things. When we started with Auvik, there were not a lot of solutions that offered that, or they were very expensive. Now we are staying with them because it is still good.

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

Want to experience Auvik for yourself?

Start your 14-day trial