



Configuration backups and network visibility reduce resolution time

An MSP gains efficiency, improves visibility, and resolves network issues faster with Auvik

“It's very solid once it's set up.”

Key points

- Auvik immediately enhanced visibility into clients' networks
- Configuration backups significantly reduce troubleshooting time by enabling quick rollbacks
- The platform empowers NOC technicians to resolve more issues independently, freeing up senior engineers
- Real-time network maps and proactive alerts help spot issues before they affect users
- The interface is intuitive and easy to navigate

What is your primary use case?

I work for an MSP and manage networks for a couple of clients. We use Auvik to monitor their network devices and make configuration changes as needed. When a network device goes offline, we get an alert and we can respond to it accordingly.

How has Auvik helped your organization?

Auvik improves our visibility and enables us to monitor more proactively. We can identify if devices or links are approaching their configured capacity. For example, we can set alerts if bandwidth utilization is over 80 percent or if CPU is extremely high, allowing us to take action before the users notice a drop in performance.

We started seeing benefits the moment Auvik was deployed on a customer's network. You immediately start seeing devices, including some devices you didn't know were there. Auvik helps our NOC see issues and resolve them. They know what's connected to what. It helps them and reduces the number of cases escalated to senior network resources. Due to this, we can focus on bigger projects because the NOC technicians can see the issues in many cases.

Auvik has reduced our resolution time because it has the maps and the configuration backups. Some issues that would typically take hours to resolve could be resolved in 30 minutes or less. We can revert to the old configuration, and everything starts working again. It saves a lot of time.



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-Pascal Imedia, Network Specialist, The ITeam

How long have you used Auvik?

We have used Auvik for 18 to 24 months.

How is Auvik's customer service and support?

I rate Auvik support nine out of 10. Their support team is pretty responsive and quick to help. You can click on a chat button inside Auvik to open a ticket. That's pretty convenient.



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What is most valuable about Auvik?

I like Auvik's configuration backups. When a configuration change occurs, it automatically updates the configuration in Auvik. If something stops working, we can roll back to the previous configuration. That's very helpful.

Auvik's interface is pretty easy to use. You should be good to go after playing around with it for a few hours. You can find what you need easily. It isn't rocket science. Auvik's ease of use makes troubleshooting faster because we can easily see what we need to see. All the alerts are in one place. I don't find it difficult to achieve real-time visibility with Auvik because I am familiar with the solution.

Also, I took an Auvik course about five or six months ago, so I know how it works. The network map offers a real-time picture of your network if you include the correct credentials. It's pretty smart and can draw a decent map of the network. However, it doesn't work as well for more complex clients. The network map is a little messy.

Having this visibility is critical for a network specialist. When we're troubleshooting, the first thing we need to know is how it's all connected. If you don't know how it's connected, you won't be able to solve the problem.

How was the initial setup?

The setup went smoothly. Once you install the collector, it discovers everything in the network. Deploying Auvik can take up to a month. We installed Auvik on a data server accessible everywhere on the network. You need a server that can reach all the subnets. We gave it some time to discover the network and manually added any devices that it didn't find. After deployment, we need to do some maintenance on the server where Auvik is installed, but there's nothing specific to Auvik.

What is your ROI?

Some of our clients who weren't interested in Auvik changed their minds after talking to other clients and seeing the benefits they've received. It saves a lot of time, giving us more time to focus on critical issues and not worry about the product. It's very solid once it's set up.

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

Want to experience Auvik for yourself?

Start your 14-day trial