Full network visibility and faster resolution

Kearns Technology shares how Auvik keeps their MSP operations running smoothly

Case Study

"...it has made my life much easier."

Key points

- Auvik's alert system prevents issues from falling through the cracks

- Automatic, functional network maps eliminate the need for manual diagrams

- Real-time performance data enables responsive support for SLA clients

- Device visibility spans everything from UPSs to routers, regardless of vendor

- Support is highly responsive— "ten out of ten"

What is your primary use case for Auvik?

The main thing for us with Auvik Network Management is the alerts. We get alerted when there is a broadcast storm on a client's network or when there is a port mismatch. It is really valuable from an alert perspective.

How has Auvik helped your organization?

The biggest benefits of Auvik Network Management for me are not having to painstakingly draw network diagrams and getting the alerts. Being able to be alerted about port misconfigurations and similar issues is crucial. Often, when managing many clients as an MSP, these issues can fall through the cracks, but Auvik Network Management backs us up by informing us about port misconfigurations or incorrect VLANs.

Auvik Network Management absolutely gives us a real-time picture of our network, it is pretty good that way.

We used to draw all our network maps manually using programs such as Visio and draw.io. It is much better to have our network map be mapped by Auvik Network Management because we are able to have functionality with that mapping. It is not just an image of a network map. We can remote to switches.

This full network visibility is very important. The majority of our clients are SLA or Service Level Agreement clients, so we have to monitor them monthly and catch any problems that happen on the network. Auvik Network Management definitely does the job of giving us early notice so that we can start addressing a problem sooner rather than later.

What is most valuable about Auvik?

Being able to back up switch configurations through Auvik Network Management is an absolute necessity. It really helps us.

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> **–Ben Wallace, Senior Engineer, Kearns Technology Inc.**

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I would give Auvik Network Management support a ten out of ten. They are really responsive. I deal with a lot of different vendors on a daily basis, and I can easily say that their support is very responsive compared to some of the other vendors that I need to communicate with. Some vendors can take 24 hours, which is acceptable, to a month to reply to us, whereas Auvik always responds on the same day. If we send something through, we usually get a response on the same day. Our Account Manager is also great and very responsive.

The interface of Auvik Network Management is pretty good. It is definitely a modern dashboard.

How is Auvik's customer service and support?

We have contacted Auvik Network Management support a couple of times. One thing that is quite nice is that we do not have to contact them often because we very seldom have problems with Auvik Network Management. In the handful of past cases that we have contacted Auvik Network Management, it has mainly been billing queries and things like that, not technical problems or bugs.

Any final thoughts about Auvik?

I would rate Auvik Network Management a ten out of ten. My job is very busy. I work more hours than I should in a day, and it has made my life much easier to the point that I think it's worth ten points.

Read the full review on Peerspot.com

Want to experience Auvik for yourself?

Start your 14-day trial