Effective remote network access and faster resolution

How Auvik's visibility and secure access tools help this MSP deliver quicker, more efficient service

Case Study

PeerSpot

"...no slowdowns or hiccups."

What is your primary use case for Auvik?

We primarily use it to monitor our clients' networks. We are also using it as a monitoring tool for some of the clients for whom we manage VMware clusters. We are utilizing Auvik log gathering and alerting.

What is most valuable about Auvik?

I love the ability to remote into network gear such as switches and firewalls directly from the Auvik dashboard. We do not have to get into a jump box or VPN to a client. We can get a nice, secure terminal session straight to any network that we are monitoring and managing through Auvik. I can access that directly from the Auvik dashboard. That is probably one of the biggest benefits since we got it. It saves time. We do not have to look up passwords for a random jump box in a client's environment.

How long have you used Auvik?

It has been about a year since I have been exposed to it, or maybe a little bit longer.

What do you think about the stability of Auvik?

I have never experienced any lagging or crashing with the product. With the amount of updates and the communication that they have about when they are doing updates or when they are having issues, it has been easy. Everything is well communicated. They do a good job with it. I have not experienced the product crashing on me or something like that.

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> ## I would rate Auvik Network Management a solid nine out of ten."
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There are critical devices in our network that are monitored by Auvik at no charge. That is why we have been using Auvik for some of our VMware cluster management clients. We can add VMware servers to the Auvik dashboard and get basic monitoring and up/down alerting by utilizing Auvik, but we do not pay for them because they are not network devices. That has been a nice additional feature. We have way more network devices that we are monitoring, but being able to add those in and not having to worry about additional costs has been nice.

What do you think about the scalability of Auvik?

The scalability is pretty good because right now, we have maybe 60 or 70 base sites in our environment. A lot of those base sites are multisite sites. We probably have 100 to 110 total sites that we are managing through Auvik. There have been no slowdowns or hiccups. Everything has been good.

What's my experience with Auvik's pricing, setup cost, and licensing?

For us, it has been good. I do not get too much into the pricing side. We are an MSP, so we have a number of clients, and we are utilizing Auvik as a way for us to be able to better manage and support our clients. The more clients we bring into Auvik, the better the pricing, so we have been happy with how it is.

Any final thoughts about Auvik?

The data you get out of Auvik is only as good as the data you put into it. So, you need to make sure that you are scanning the subnets that you need to scan. Ensure that you are scanning everything in your environment, you have all your devices configured for SNMP, and you have syslog set correctly out the gate. That will set you up for the best usage of the product and get the best data out of it.

It is pretty good in terms of ease of use. Over the last year or so that we have used it, it has improved here and there, not drastically, but in terms of little annoyances that I cannot even think of right now. It is definitely easy to understand once you go through basic training for how the dashboard is laid out.

I would rate Auvik Network Management a solid nine out of ten.

Read the full review on Peerspot.com

Want to experience Auvik for yourself?

Start your 14-day trial