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Reduce Time to Deploy and Time to Resolution With Auvik Network Management

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Challenges Presented by Poor Network Visibility

When network issues arise, IT organizations must act quickly to resolve them before they negatively impact the business. Unfortunately, incorrect and incomplete network maps, supported primarily with manual documentation, can prevent organizations from reducing time to response and repair.

In the quest to achieve end-to-end network visibility and management, many organizations still often rely on manual methods consisting of Excel tables to try and stitch together a complete network view. This method tends to list and prioritize network issues or device configurations and can enable manually created network maps. However, should a network issue arise, identifying its root cause requires time, effort, and experience to correlate and analyze this data. This leads to unwanted delays in issue resolution and, subsequently, unwanted costs.

Unfortunately, unifying network visibility and management capabilities remains problematic. In fact, Enterprise Strategy Group research uncovered that hybrid work and the perpetually increasing volume of network traffic contribute to troubleshooting difficulties in networks. As networks become more distributed, they ultimately become more complex.[1] For example, 82% of organizations agree their networks is now more complex than it was two years ago (see Figure 1). Part of this recent complexity is driven by the rise of remote workers, with 87% of organizations reporting that they now treat technology used by home workers as corporate endpoints. As a result of this wider distribution, 68% indicate that troubleshooting network problems has become more difficult.

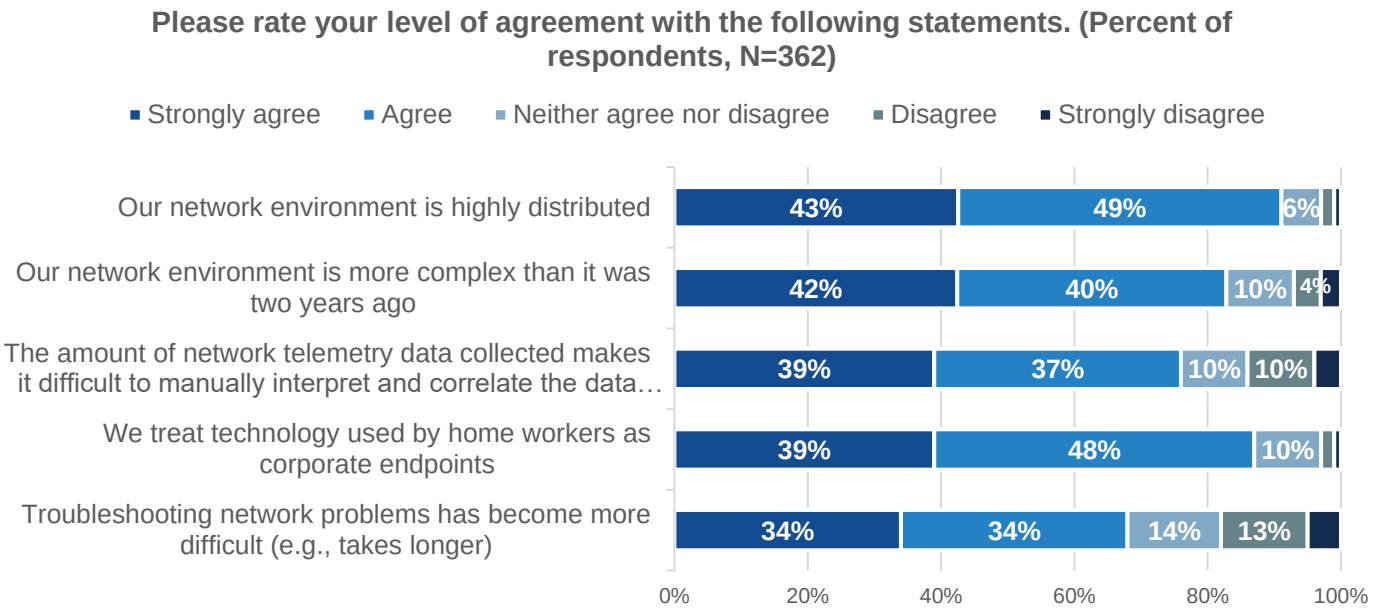
Additionally, the need for end-to-end network visibility and management is apparent, as 76% of organizations say the amount of network telemetry data collected is challenging to manually interpret and correlate for real-time (or near-real-time) insights.

[1] Source: Enterprise Strategy Group Research Report, *The Role of AI and Automation in Networking*, August 2024. All Enterprise Strategy Group research references and charts in this technical first look are from this report.

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Figure 1. Many Organizations Continue to View Networks As Distributed and Complex



Source: Enterprise Strategy Group, now part of Omdia

Auvik Network Management

Auvik Network Management is a cloud-based solution that enables end-to-end visibility and management without the need to rely on manual methods and extensive industry experience to identify and troubleshoot network issues. Delivered as SaaS, the deployment of this network management solution can be completed within minutes or hours instead of weeks or months. Unlike installing multiple network management tools, organizations can easily and quickly implement Auvik Network Management regardless of the network's size, from a branch office to large and distributed enterprise-level networks, such as retail companies or offices with geographically distributed offices.

With Auvik Network Management, organizations no longer need to manually stitch together a comprehensive network view, as the solution combines the capabilities of multiple point tools that focus on elements necessary for end-to-end network visibility and management, such as network performance monitoring and troubleshooting, network traffic analysis, and endpoint visibility.

The key to Auvik Network Management's quick and easy deployment is the automation used to generate a complete network view, including endpoints (e.g., remote users, IoT devices), eliminating the need to manually create a network asset inventory and map. Discovery of network assets is accomplished using established protocols (e.g., Simple Network Management Protocol, Windows Management Instrumentation, Universal Plug and Play). All network device hardware and software configurations are also collected to support lifecycle management. Network connections between devices (e.g., device ports, IP addresses) are also collected and displayed when needed.

All network-related data is accessible via Auvik's single interface. More importantly, organizations no longer need to manually cross-reference data gathered from multiple tools to perform root cause analysis and remediation. Instead, Auvik Network Management presents network data in an integrated and organized manner so that organizations can decrease the time to identify and resolve network issues. To also help in decreasing time to identification and resolution, Auvik Network Management can integrate with tools such as Microsoft Teams, Slack, PagerDuty, and ServiceNow to streamline workflows and network team communications.

In addition to easy deployment and automatic discovery of the network topology and assets, Auvik Network Management delivers prebuilt alerts. Once the solution knows a network configuration, organizations can immediately be alerted to possible network problems, as monitoring is automatic. These alerts are explained in simple terms, eliminating the need to be an expert in network jargon.

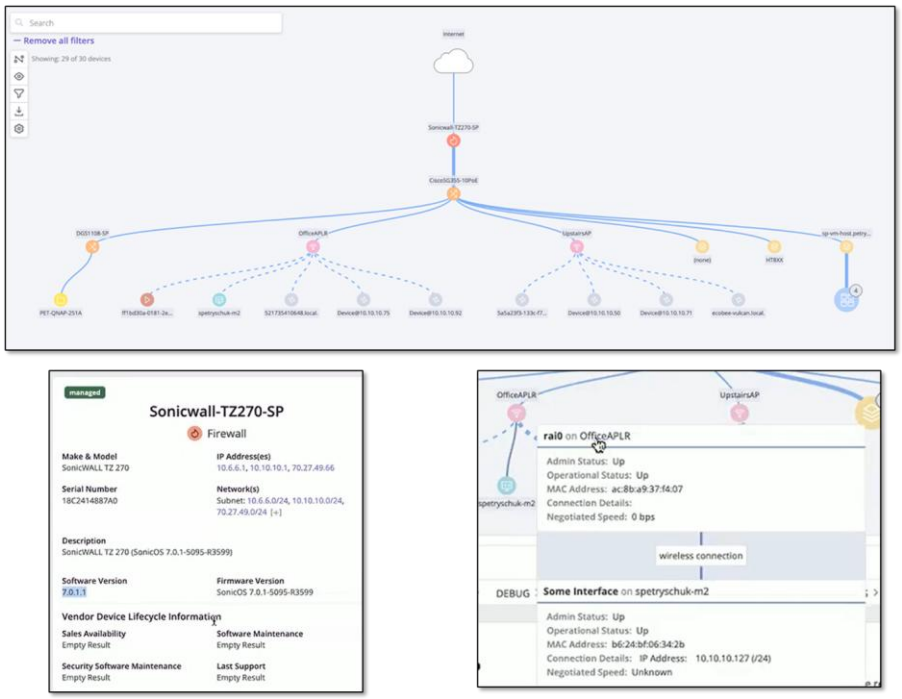
First Look Evaluation

To assess the value that Auvik Network Management can deliver, Enterprise Strategy Group observed how this solution enables organizations to gain end-to-end visibility and reduce the time to resolution of network issues. We worked through an example of deploying a network representative of a branch office. It's important to note that Auvik scales to support much larger networks of more than 2,500 devices.

We began by creating a map of the environment from the Auvik user interface by initiating the discovery of network assets associated with a specified network, such as a subnet (see top of Figure 2). To discover the network assets, each physical site covered by the network is configured with a "collector" back to Auvik Network Management. The collector is instrumental in collecting information from the network. We can see how using collectors can be especially helpful when dealing with distributed networks, as the level of manual inventorying effort significantly decreases.

As Auvik Network Management proceeded with the network asset discovery, we noted the level of detail collected, such as device type (switch, router, wireless access point (AP), endpoints such as a Chromebook or MacBook), software and firmware versions (for lifecycle management), ports with associated IP addresses, and MAC addresses. This deep dive into each network device can be viewed from the Auvik interface (see bottom of Figure 2). With Auvik Network Management, we could see how collecting and visualizing this data is made easier, eliminating the need to collect and map network asset data.

Figure 2. Creation of End-to-end Network View



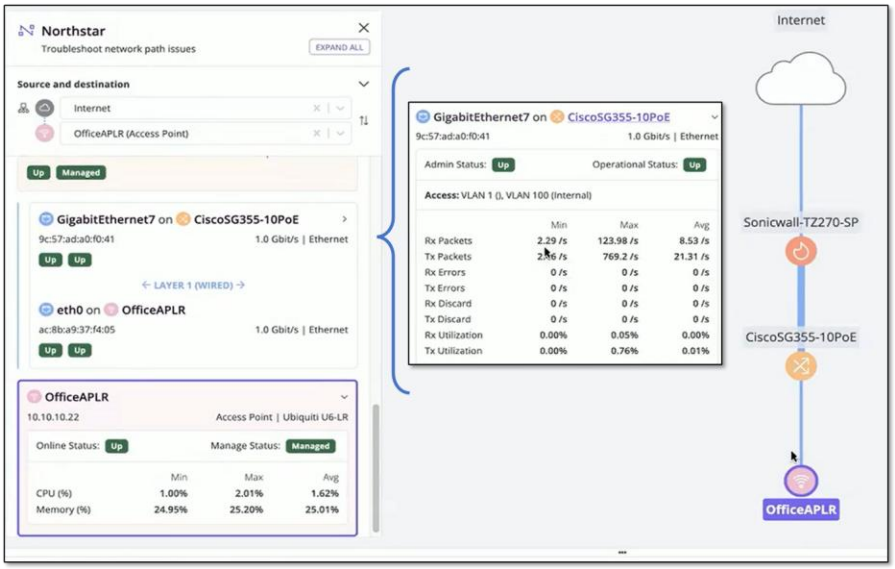
Source: Enterprise Strategy Group, now part of Omdia

Enterprise Strategy Group then navigated to the "Northstar" view (see Figure 3). From any device, we could see the network path of that device and how it ultimately connected to the Internet. From this view, we could also remotely access devices directly for troubleshooting, if needed. We also saw how network performance and device statistics were integrated with device configuration data into a single view so that IT teams could locate a network issue more quickly and better understand why the issue emerged.

Without Auvik Network Management, we saw how pinpointing and remediating the root cause would otherwise require hands-on experience in stitching together data from multiple tools, understanding how to read the data, and tracing how the network assets connect with each other. This unified and integrated view could help organizations in reducing time to resolution. Additionally, we also noted how Auvik Network Management can enable IT personnel, not just network experts, to resolve network-related issues, thus closing any existing skills gaps.

Based on our evaluation, Enterprise Strategy Group saw how the unified and integrated "Northstar" view can help to reduce time to resolution of network-impacting issues.

Figure 3. The "Northstar" View



Source: Enterprise Strategy Group, now part of Omdia

We also viewed how Auvik Network Management can help IT teams connect how user-reported issues can reveal broader network issues. For example, a user reported inconsistent access to a SaaS application. To identify the issue, we tracked how a single user connected to a specific AP over time (see Figure 4). Along with the connection timeline, Auvik also enabled other AP data to be examined such as the Wi-Fi signal and data rate. We then decided to view the latency of specific SaaS applications. If the latency of any application exceeded normal limits, an IT team might deduce that the delay could be experienced across network users.

Figure 4. Connecting User Reported Issues With Broader Network Issues



Source: Enterprise Strategy Group, now part of Omdia

In viewing the level of integration achieved by Auvik Network Management, Enterprise Strategy Group observed how this solution can reveal actionable insights for resolving issues. IT teams could then prevent the business from being negatively affected (e.g., lack of wireless connectivity leading to lost productivity).

Conclusion

Enterprise Strategy Group saw how Auvik Network Management is designed to provide the end-to-end network visibility that organizations need to reduce business risk by enabling faster identification and resolution of network-impacting issues.

To this day, resolving network issues quickly remains key to ensure that the business is not negatively impacted due to lost revenue or poor end-user experience. Unfortunately, 68% of organizations have stated that troubleshooting network problems has become more difficult. As networks have become more complex and distributed, locating, troubleshooting, and resolving network issues have become puzzles, as organizations need to piece together multiple data points that traditionally originate from disjointed visibility and management tools. However, gathering and analyzing data requires time, resources, skill sets, and experience that organizations might not necessarily possess. As a result, organizations cannot decrease the time needed to correctly identify root causes, then troubleshoot and resolve network issues. This can easily lead to unwanted downtime, negative business impact (e.g., lost revenue), and bad end-user experiences.

Auvik Network Management has been designed to provide end-to-end network visibility that can help organizations quickly and easily locate and remediate network issues, without the need to manually gather, integrate, and analyze data from multiple point solutions. Organizations can immediately realize the value that Auvik Network Management offers, from quick and easy deployment, automatic network discovery and asset inventory, the ability to trace and locate issues from any device, and prebuilt alerts from the automatic network monitoring once the solution is installed. With Auvik Network Management, organizations can shorten the time to identify and resolve network issues, while helping the business to reduce operational costs, close networking skills gaps, decrease downtime, and maintain a consistent end-user experience.

Throughout our evaluation, Enterprise Strategy Group validated the speed of obtaining a unified end-to-end network view, integrated with data such as the network topology, the connections between devices (e.g., ports, IP addresses), the devices' hardware and software configurations, and network performance statistics. We also observed how the integration achieved by Auvik Network Management can indeed aid organizations in troubleshooting and remediating issues while minimizing the need to engage with network specialists. If your organization faces challenges of resolving network issues quickly while relying on separate tools and manually driven analysis and investigation, Enterprise Strategy Group suggests taking a closer look at Auvik Network Management.

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