Auvik 2025
Year in Review

Highlights, Insights, and Looking Ahead

Let's recap →

Auvik

Letter from the President

To our valued customers,

As we look back on 2025, we're incredibly grateful for your continued support and trust. This year brought major strides for Auvik, including the expansion of Endpoint Network Monitoring, Server Monitoring, and SaaS Operations, all shaped by your feedback and partnership.

Your insights helped us deliver meaningful improvements across the platform, from smarter alerting, noise suppression, and new AI-powered capabilities like AI-assisted alert creation to expanded visibility across networks, devices, and cloud applications. This *Year in Review* highlights the advancements your partnership helped drive.

Looking ahead to 2026, we're excited to continue building on these advancements with deeper automation, unified insights, and even more ways to simplify IT operations.

Thank you for being part of our journey. Wishing you an amazing year ahead!

Warm regards,

Mark Ralls
President

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Company Highlights

A look back at 2025

Over

6,000

customers

managing 110,000 networks trust Auvik for complete visibility and control over their IT infrastructure

Smart alert suppression reduced alert noise by

5X

for our partners...

...taking 26 million Device Offline alerts and prioritizing only the critical offline device, resulting in only **5 million alerts**

Is it getting hot in here? Queue the Nelly song! Auvik monitored the temperature on

788,727

devices

Server monitoring extended the network visibility into servers **proactively notifying Auvik users of**

28,624

offline services

The support of dynamic protocols brought

63,849

new routes being monitored between both BGP and OSPF routes

On average, a new network device is added to Auvik's system every 9 minutes

You saved time this year by reducing site visits with Auvik's remote management tools

Using the remote terminal

397,658+

times

a 25.8% increase YoY

and the remote browser

270,147+

times

a 37% increase YoY

July 22nd was the busiest day in Auvik, with users firing up

11,400

sessions

That same day had the most unique users with

4,897 users

a 6.6% increase over last year

The top 5 networking hardware brands on Auvik-managed networks in 2025 were:

→ **Cisco | Cisco Meraki**
→ **Ubiquiti**
→ **Aruba**
→ **HP**
→ **Ruckus**

Auvik's SaaS app catalog expanded too!

ASM detected

102,939

shadow AI applications in use, delivering unparalleled visibility into the ubiquitous AI adoption

Auvik
Network Management
New Releases

Endpoint Network Monitoring

Auvik Endpoint Monitoring lets IT teams troubleshoot connection problems even when a user is connected to Wi-Fi at the hotel. With the help of a lightweight agent on Windows and macOS, you can extend your network monitoring to include your users' laptops and gain real-time insight into their Wi-Fi connectivity, site latency, and hardware issues. This means you can spend less time on the phone with your users, and get them back up and running faster.
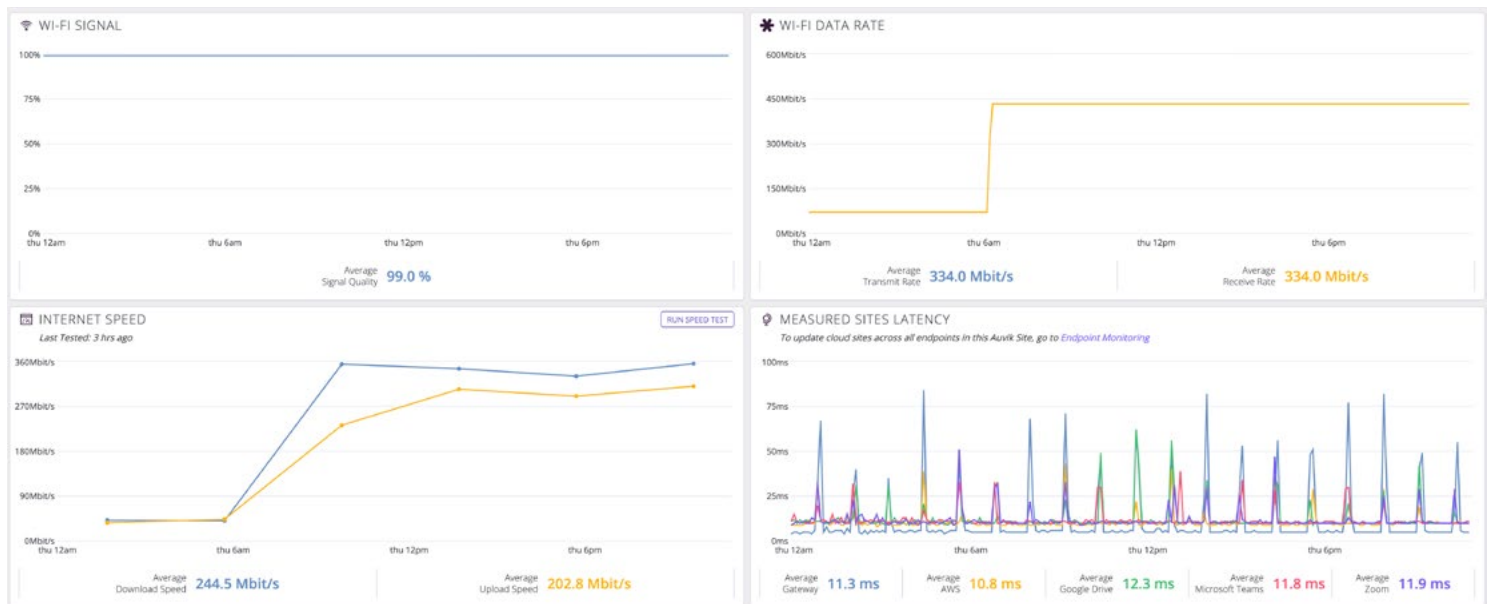
If users say their computers are slow, or their Zoom calls are choppy, you can **quickly identify the problem**, whether they're moving around the office, or working from a cafe. Endpoint Monitoring shows whether the issue stems from the network, the device, the connection method, or the ISP. It also records this data so you **resolve intermittent issues with confidence**. Once you've narrowed it down, you can **fix the issue remotely within Auvik**.

Quickly understand health, performance, and connectivity issues anywhere

Improve user experience with fewer support calls and faster resolutions

Get complete visibility into where they were, and what was going on with their device when they experienced the issue
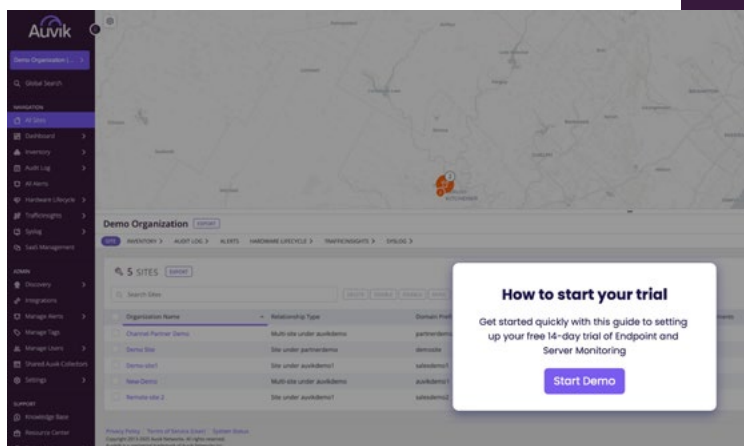
Troubleshoot faster with built-in remote access for Windows and macOS

Tackle intermittent issues using historical trends and automated endpoint data

Scale easily across multi-site businesses or MSP-managed environments

Auvik Endpoint Monitoring **quickly pinpoints the root cause** so you can resolve connection issues faster, even when users are working from home. The result: **fewer tickets, fewer escalations, and happier users**.

Curious to start a free trial? Walk through this **short demo** on how to get started.

Auvik
Network Management
New Releases

Server Monitoring

Auvik's Server Monitoring can alert your team on the health, performance, and status of your Windows servers. It provides detailed insight into hardware and system inventory, CPU, memory and disk utilization, disk-partition health, and the state of critical Windows services. Admins can quickly identify performance issues, track OS and software versions, and understand how servers are behaving in real time.
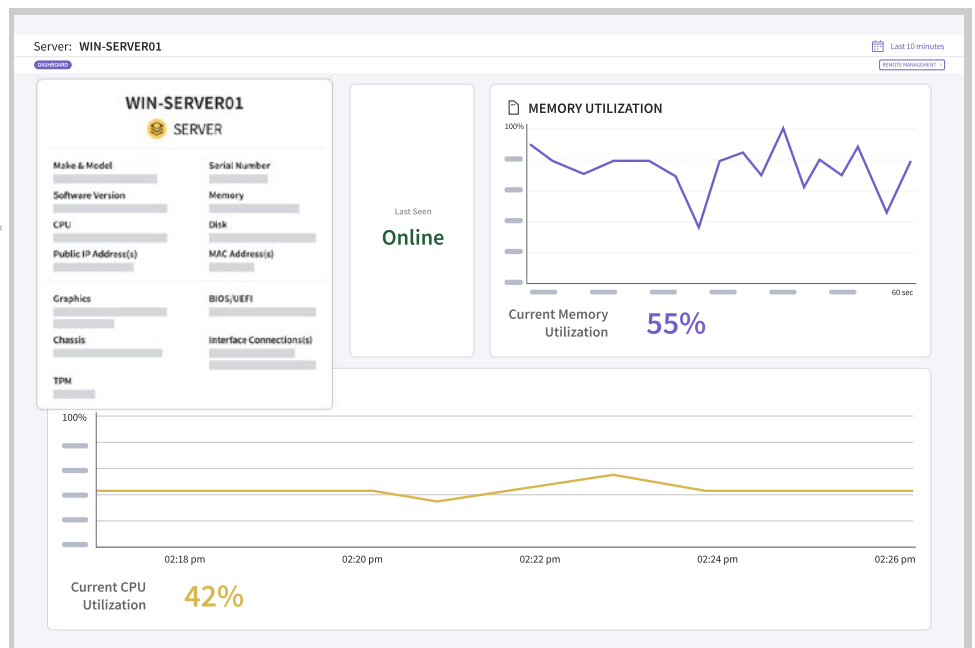
Comprehensive server visibility for faster, smarter IT operations

Gain clear server visibility across performance, services, hardware, and OS details

Prevent downtime with alerts for CPU, memory, disk, service failures, and low disk space

Fix issues faster using built-in PowerShell support for direct server access

Reduce tool sprawl by unifying monitoring, alerting, and inventory in one platform

Plan and report confidently with historical performance and configuration data

Scale easily across multiple sites or MSP-managed environments

With customizable alerts powered by Auvik's Alerts V2 engine, IT teams can be notified when services fail, servers go offline, CPUs are being overworked, or when disk partitions are running out of space, so you can respond quickly and get a head start on your capacity planning. You can use PowerShell from within Auvik to run additional diagnostics or fix things remotely. This ensures **issues are caught early, investigated quickly, and resolved** before they create downtime or impact users.

Alerts V2

Alerts V2 is a revamped alerting engine designed to give IT teams far more flexibility, precision, and scalability when monitoring their infrastructure. It introduces richer conditional logic, noise-reduction controls, and simplifies the ongoing management of alerts, helping you catch meaningful issues without drowning in alert noise.
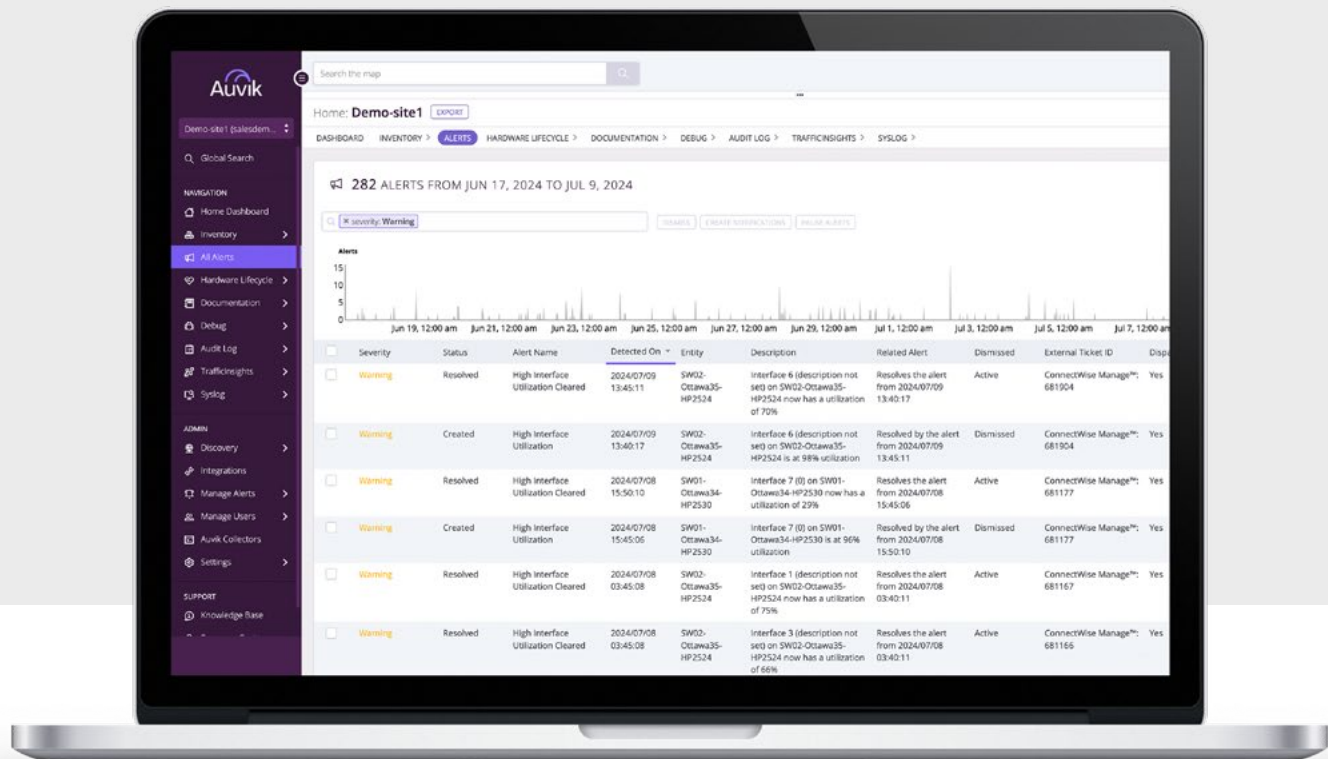
Alerts V2 centralizes alert creation and management across devices, interfaces, services, and servers. With support for complex logic, inherited rules, and tag-based scoping, it **scales effortlessly across multiple sites**. This gives you consistent, predictable alerting and **reduces the noise** that can overwhelm teams as environments grow.

Delivering smarter, more actionable monitoring

- **Build precise, reusable** alert policies that scale across all sites

- **Reduced noise** through alert delays and smarter suppression

- **Broad coverage** across devices, interfaces, services, servers, and endpoints

- **Scales easily** with global, multi-site, and tag-based alerting

- **Speed up setup** with AI-assisted alert creation in Aurora (Beta)

- **Clone and manage alerts** more easily with improved control at the site level

When a core switch fails, you might get 50+ alerts from all the devices connected to it. Then you have to waste time figuring out which alert actually matters. Before Alerts V2, Auvik would trigger offline alerts for every device downstream of a core network device that went offline. But now, with Alerts V2, **you can turn all of those alerts off and just get one alert** when a core device goes offline. Smart Alert Suppression prevents alert storms during cascading outages, and when combined with other Alerts V2 enhancements you're able to get rid of a lot of unnecessary noise. Learn more **here.**

Fortinet device management now smarter with API

Improved support for Fortinet devices is now delivered via the FortiOS API. From device configuration backups to wireless client information, Auvik now captures information from the device API in addition to SNMP and CLI. And don't worry, Auvik will default to SNMP and CLI data collection if you haven't enabled the API.

Get more details on setting it up **here**.
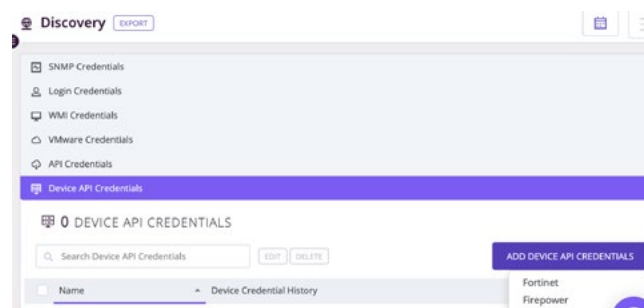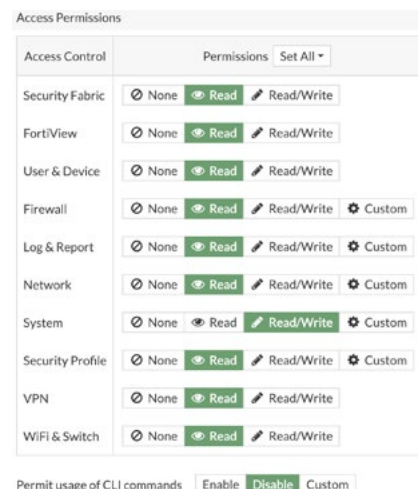
ServiceNow CMDB integration
Build a CMDB you can depend on with Auvik

Auvik's ServiceNow CMDB integration gives IT teams a faster and smarter way to keep their asset inventory accurate by automatically feeding real-time network discovery into ServiceNow through the Service Graph Connector. Instead of manually chasing down devices or updating stale CI records, Auvik maps your environment in minutes and syncs switches, routers, firewalls, servers, workstations, printers, and IoT devices directly into your CMDB for always-current, audit-ready data.

You can also send your Auvik alerts into ServiceNow as incidents, complete with bi-directional updates that keep both systems aligned. Combined with Auvik's alerting enhancements and expanded monitoring coverage, this workflow helps organizations improve compliance reporting, accelerate troubleshooting, and maintain a CMDB they can truly rely on.

BGP neighbor state monitoring

Gain clear visibility into the health and stability of BGP peer relationships by tracking key metrics such as neighbor state, uptime, and flap frequency. Using Alerts V2, teams can trigger notifications when a peer drops out of the Established state, becomes unstable, or experiences repeated flaps. With the dedicated BGP peer monitoring table, Auvik now makes it even easier to identify routing issues early, troubleshoot faster, and maintain stable, reliable network paths across distributed environments.

⊕ 7 BGP - NEIGHBORS

🔍 Search BGP Neighbors

Device Name	Local IP	Local ID	Peer IP	Peer ID	Admin State	Connection State	Uptime	Number of State Changes ▾
Router1	192.168.16.28	1.1.3.206	192.168.16.1	1.1.88.160	Start	Established	9 hours	6
Router1	192.168.16.28	1.1.3.206	192.168.16.1	1.1.126.160	Start	Established	4 days	5
Router2	192.168.16.28	1.1.3.206	192.168.16.2	1.1.1.1	Start	Established	4 days	5
Router2	192.168.16.28	1.1.3.206	192.168.16.2	1.1.88.161	Start	Established	9 hours	4
Router2	0.0.0.0	1.1.3.206	192.168.16.1	0.0.0.0	Start	Idle	Not Available	0
Router2	0.0.0.0	1.1.3.206	192.168.16.2	0.0.0.0	Start	Idle	Not Available	0
Router2	0.0.0.0	1.1.3.206	192.168.16.1	0.0.0.0	Start	Active	Not Available	0

OSPF monitoring

Network teams have clear visibility into the health and stability of routing adjacencies by discovering neighbor relationships through the OSPF MIB and presenting them in a dedicated Neighbors table. It tracks real-time neighbor state, uptime, router IDs, and area details, and allows teams to set alerts when an adjacency drops, becomes unstable, or flaps repeatedly. The new Neighbors view in the Routes section makes it easier to catch routing issues early and maintain stable, reliable network paths.

Auvik
SaaS Management
New Releases

Auvik's license optimization insights and automation

SaaS Ops

Automate employee lifecycle management and reduce the manual work that slows down your helpdesk. From onboarding new hires to removing access for departing employees, SaaS Ops brings everything into one place and eliminates the need to jump between tools. You also gain clear visibility into license usage, last-login activity, and underused seats so you can cut waste and optimize spend. Built-in governance and security controls help ensure that user access stays consistent and compliant across your SaaS environment.
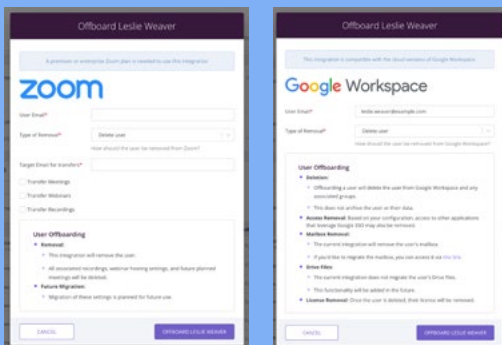
Automate onboarding & offboarding
Cut time spent on user provisioning & deprovisioning

Fewer IT tickets
Reduce repetitive requests, close tickets faster, and free up your helpdesk

License optimization
Identify unused licenses and eliminate wasted spend

Seamless multi-tenant management
A single dashboard to handle SaaS across all clients

# Manage your application stack efficiently at scale with Partner-Level Tags

Auvik's Adobe integration gives IT teams clear visibility into Creative Cloud and Acrobat usage, making it easier to manage costs and keep access secure. With accurate license data and automated workflows, you can quickly optimize spend and eliminate manual effort.

- ✓ Visibility into license types and last-login activity

- ✓ Identification of unused or underutilized seats

- ✓ Faster onboarding and offboarding with automated access updates

- ✓ Improved license allocation and cost control

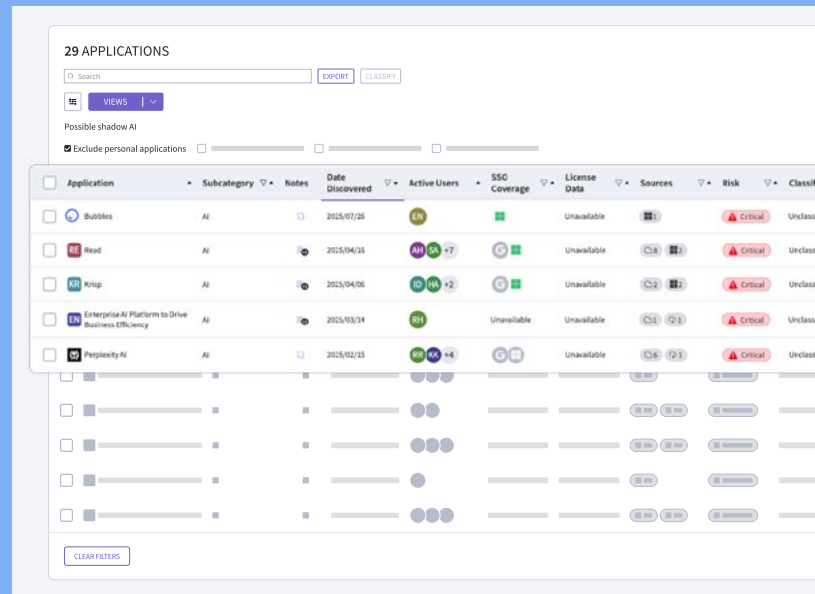- ✓ Stronger governance across Adobe applications

Okta joins the Auvik SaaS Management tool kit

Okta logs and events were added in Auvik SaaS Management, giving IT teams deeper visibility into user activity and application access patterns. With Okta connected, you can track logins, monitor usage patterns, and combine insights from Okta with data from Microsoft Entra ID and Google Workspace for a complete identity picture. The integration also strengthens SaaS Ops workflows by supporting automated onboarding and offboarding, helping IT teams improve security, reduce manual effort, and optimize license management.
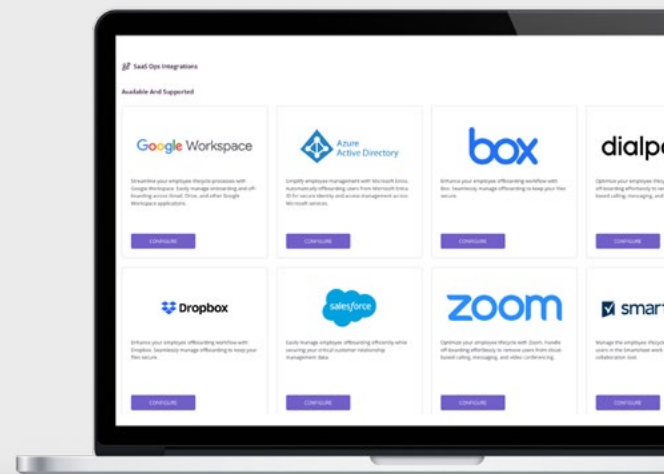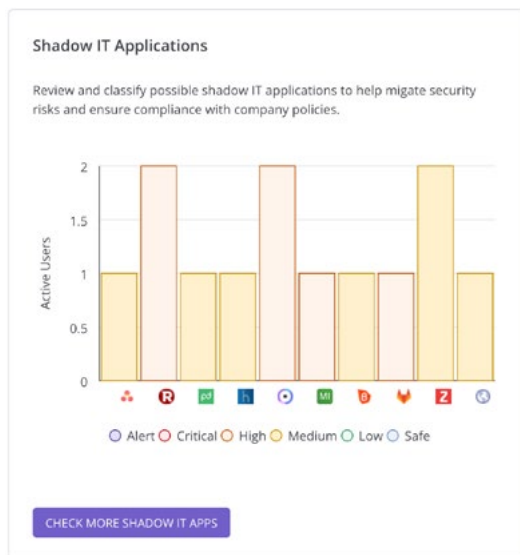
Strengthen governance with AI application visibility

Auvik introduced Shadow AI visibility to help IT teams quickly identify unapproved AI tools and manage the risks they create. The new Shadow AI view automatically detects and classifies AI applications across the organization, supported by an expanded catalog of nearly one thousand AI apps. With clear insight into what users are adopting, IT teams can strengthen governance, address compliance concerns, and guide smarter decisions around AI usage.

Discover AI tools users adopt without approval

Identify potential compliance and data exposure risks

Guide AI governance and policy conversations

Consolidate overlapping or redundant AI apps

Maintain better control as AI usage rapidly expands

SaaS insights at your fingertips, clarity that never slips

Make smarter decisions that directly impact security, compliance, and cost with Auvik's new client dashboard. Revamped to provide actionable insights into your application and license data to help you secure, manage, and optimize your SaaS environment.
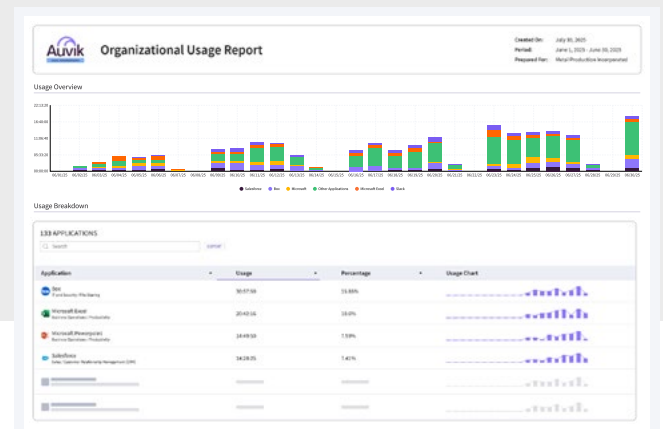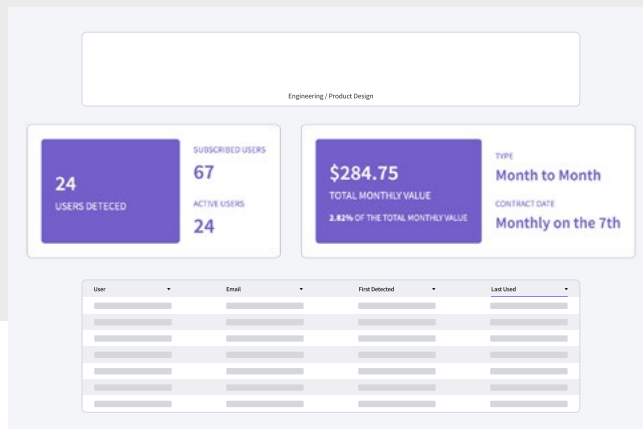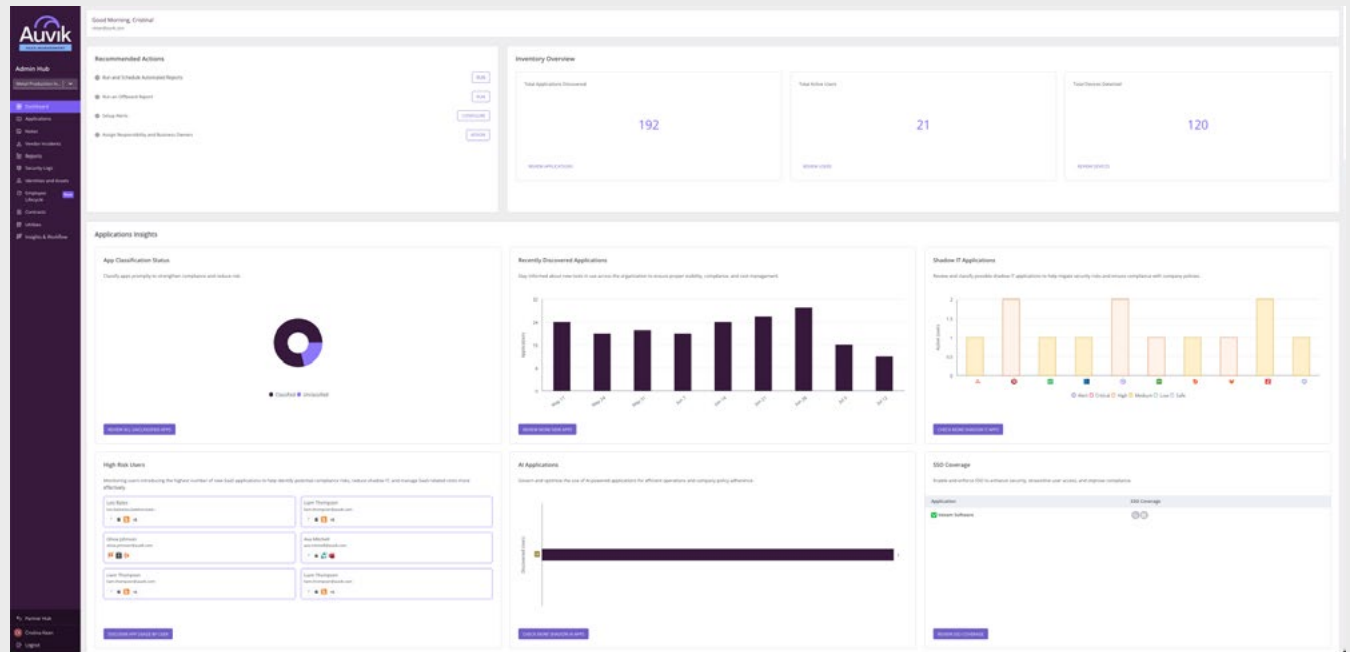
Take a tour of the new dashboard

Auvik
Knowledge & Information
Stay in the know

Explore **guides**, **tips** and **news** made for you!

Stay in the know with resources from our blogs, monthly newsletter, frequent webinars, and our knowledge base.

Did we see you at a conference last year?

We loved catching up with familiar faces and meeting new friends from around the globe at events in 2025. From small networking events to large-scale industry conferences, we're grateful to everyone who stopped by and spent time with us.

Here's where we were in 2025:

FETC	Cisco Live!	MSP Summit Fall
Reimagine	ALSD	IT Nation Connect
MSPGeekCon	SEAT	ServiceNow World Forum
Beyond Pax8	ChannelCon	

Keep your brain in the know, give the arrows a tap and let the good reads flow.

Network Management

- The role of network automation in AI-driven business
- 10 best network mapping tools of 2026
- Auvik named a leader across G2's Fall 2025 reports for network management
- AI in server monitoring: Why human context still matters in 2025
- Smarter network monitoring: Reduce alert noise for MSPs & IT teams

SaaS Management

- What is shadow IT? Risks, examples, & solutions
- The hidden costs of shadow AI: CPU drain, data risk, and network bottlenecks
- What is the user lifecycle & how can IT teams manage IT?
- Why visibility is the #1 IT priority in 2025: Tackling shadow AI and emerging risks
- 7 SaaS compliance pitfalls and how proactive managed IT can prevent them

Become an IT Superhero

- 10 best network management & monitoring tools of 2026
- How Auvik Network Management optimizes network performance: Real user insights
- Real user experiences: How Auvik Network Management transforms remote support
- Server monitoring explained: How to outwit downtime before it strikes
- Network loops: The good, the bad and the ugly

Stay up-to-date and master your skills with resources at your fingertips

Auvik Minute

News, tips, resources

Our monthly newsletter delivers the latest Auvik news, tips, and resources straight to your inbox. We cover everything from need-to-know info on product enhancements, training resources, helpful tips, and more. All designed to help you maximize your Auvik experience.

Short on time? Listen to the Auvik Minute: Audio Version. Get all the key takeaways in as close to a minute as we can get!

Frankly IT

Looking for real-world IT insights without the fluff? Frankly IT has you covered. Each issue delivers practical tips, industry trends, and expert perspectives designed to help IT pros stay sharp, solve problems faster, and navigate an ever-changing tech landscape. Whether you're leading strategy or fighting fires at the edge of the network, Frankly IT brings you the conversations and takeaways that matter most.

Auvik Qs: Asked and Answered

Sharpen your skills with Auvik Qs every Wednesday at 2pm ET

Participate in brief learning sessions designed to help you level up Auvik skills in digestible chunks. **Real questions. Real solutions. Real fast.**

Auvik Knowledge Base

Quick and reliable support

You've seen Ada helping you out on your Auvik site dashboard. Now, she's coming to the Knowledge Base! Ada is available to answer your questions right from the KB, making it even easier to find the info you need, fast.

Training & Resources to take you to the next level

Watch on-demand

See how one MSP turned Auvik into 6X ROI

Watch the webinar ▶

Find it fast: Smarter IT documentation for busy MSPs

Watch the webinar ▶

Closing the visibility gap with Endpoint Network Monitoring

Watch the webinar ▶

Product roadmap on-demand

Summer 2025 Product Roadmap Update for Corp IT

Watch the webinar ▶

Summer 2025 Product Roadmap Update for MSPs

Watch the webinar ▶

Fall 2025 Product Roadmap Update for Corp IT

Watch the webinar ▶

Fall 2025 Product Roadmap Update for MSPs

Watch the webinar ▶

Showcase your excellence with Auvik and become an IT superhero

Get certified. Get recognized.

Auvik's Certifications for Network Administrators and Technicians are your chance to level up your skills and prove your expertise. It's the perfect time to boost your credibility and deepen your understanding of Auvik's Network Management platform. These certifications are designed to help you stand out in your role and drive IT success. Ready to show what you know?

Quizzes & Certifications

Auvik Certified Administrator (ACA) Exam

Core Auvik with Server & Endpoint monitoring

Start the training ▶

Quizzes & Certifications

Auvik Certified Administrator (ACA+) Exam

ACA exam with TrafficInsights and Syslog

Start the training ▶

Quizzes & Certifications

Auvik Certified Technician (ACA) Exam

Core Auvik with Server & Endpoint monitoring

Start the training ▶

Quizzes & Certifications

Auvik Certified Technician (ACA+) Exam

ACA exam with TrafficInsights and Syslog

Start the training ▶

See more Learning Content and get your certification

Network Management Releases

Some notable releases from the last couple of months

New

High Availability (HA) Pair Monitoring: Auvik will provide monitoring for Fortinet firewalls deployed in Active + Passive HA pairs. This update ensures complete visibility and data continuity across both devices, addressing previous limitations where passive nodes often appeared offline or were deleted from inventory. The rollout will be incremental, but customers should start seeing the HA widget for their Fortinet firewalls on the device details page once failover occurs. Inventory counts and Alert creation will follow as beta testing concludes.

New Visibility and Alerting Capabilities: This update introduces new ways to visualize and track the health of your HA deployment:

1. New HA Widget - A dedicated HA Pair widget has been added to the device details page. This widget provides at-a-glance visibility into the health, sync state, and role of each firewall in the HA pair. This will be released first.

2. New Alerts - Auvik will now generate alerts to help you detect role changes and sync issues in your HA pair.

3. HA Role Change (Failover Detected) - This alert notifies you when an active/passive role swap occurs. This means that if the active firewall fails and the passive unit becomes active, Auvik can now alert on this event ("Failover Detected").

4. HA Sync Status Issue (HA Pair no longer in Sync) - This alert is triggered if the configuration sync between the HA peers fails. This alerts you when the HA Pair is no longer synchronized, indicating a loss of redundancy.

Important Network Device Count Changes: Both firewalls in the HA pair are now retained in inventory and actively monitored which may result in billing changes.

- The passive peer is kept in inventory to maintain configuration backups and compliance continuity.

- The passive firewall now shows as online as its state is monitored via the primary.

- If your usage currently exceeds your subscribed device count, this increased visibility of the passive peer may lead to an increase in billable device count.

Endpoint Monitoring & Server Monitoring: Command Runner for remote command execution Command Runner is now available in Endpoint & Server Monitoring. Technicians can send commands directly to servers or workstations without initiating a remote session or interrupting end users. With Command Runner, you can:

- Execute commands, including PowerShell, without initiating a remote session

- Limit who on the team can use command runner with role-based access control (RBAC)

- See an audit log of when remote commands are sent, and sessions open and closed on the device

- This enhancement allows IT teams to diagnose performance issues and validate fixes in real time, without waiting for the next automated test cycle.

Improved

Improvement to Cloning in Alerts V2: Option to Detach Sites from the Original Alert Definition: We've enhanced the alert cloning experience in Alerts V2 to help you better manage alert coverage across your sites faster and with less manual work.

Now, when you clone an alert definition at the multi-site level, Auvik will ask if you'd like to remove the selected sites from the original alert definition. If you choose "Detach," the sites will be removed from the original.

This improvement simplifies a previously manual task, saving time and reducing the chance of configuration errors when segmenting alert behavior across sites.

Custom Configuration Status for Active/Inactive Updates in ConnectWise PSA: Customers can choose which Configuration Status is used when Auvik marks configurations Active or Inactive in ConnectWise PSA.

Note: If you are using granular permissions for Table Setup in the ConnectWise PSA security role, Company / Configuration Status will need to be added for Auvik to read the available statuses.

Sync Only Managed Devices to ConnectWise PSA / Autotask PSA: You can now choose to sync only managed devices from Auvik to ConnectWise PSA / Autotask PSA. This helps keep your PSA configuration list clean by excluding unmanaged devices — ensuring only billable, managed assets are synced.

Enable this option in your Inventory Sync Options under the ConnectWise Manage or Autotask PSA integration.

Update for ServiceNow Zurich release: The Auvik alerting integration has now been certified for the new ServiceNow Zurich release.

Quick Access to Configurations in ConnectWise Manage with a single click—available in the Inventory Mappings tab when editing the ConnectWise Manage integration. (Heads-up: Be sure to enable pop-ups from ConnectWise Manage in your browser settings.)

Column Name Update in All Sites: On the All Sites page, the Billable Devices column will be renamed to Billable Network Devices. This change clarifies what the column represents and makes the labeling more accurate.

SaaS Management Releases

Some notable releases from the last couple of months.

New

MFA Reporting: You can now view MFA status at the user-account level across Microsoft Entra ID and Google Workspace. This new capability provides a centralized view of MFA coverage, helping you quickly identify gaps, reduce security risk and demonstrate compliance with regulatory frameworks and cyber insurance requirements.

Key highlights:

Surface MFA status per account by integrating with Microsoft Entra or Google Workspace IdP.

Highlight risk exposure when MFA isn't enforced on specific accounts.

Support security and compliance workflows by making gaps clear and remediation straightforward.

Lucid SaaS Ops Integration: Gain visibility into active Lucid users to simplify license allocation and optimize management

Live Report Editing: Update report settings directly from a rendered report with no need to return to the setup page - making it easier to adjust parameters and compare results on the fly.

Report Navigation Panel: Easily move between report subsections using the side navigation panel to quickly find the insights you need.

Client-Level Reporting from Partner Hub: Generate and schedule client-level reports directly from the Partner Hub to easily review details across tenants without navigating into each tenant individually. Pro tip: Use Edit Report to switch between client tenants on the fly.

Direct Emailing of Reports: Send rendered reports directly to users or external email addresses for easy distribution.

Scheduled Reports Access: Dedicated side navigation section now displays all scheduled reports for quick review.

Improved

Updated Client Menu Export: The Client menu export now includes the RMM Client ID, making it easier to map clients across your RMM and other third-party systems.

Reporting Time Selection: Enjoy a consistent experience with standardized start and end date selection across all reports (up to a 12-month range).

Enhanced High-Risk Users Tile: Now highlights users interacting with the most high-risk SaaS applications, rather than simply the most apps, to better identify and address potential security concerns.

Improved Report Navigation: You can now return to rendered reports using your browser's back button, making it easier to navigate without losing your place.

Enhanced Report Scheduling: Improved scheduling experience with new options to set reports on a custom 90-day cycle or align them with standard business quarters (starting January 1), offering greater flexibility in automated report delivery.

Pagination has been added to all Auvik SaaS Management APIs

A look at what's coming in 2026

We're excited about what's ahead. In 2026, you'll see expanded AI-powered capabilities, deeper automation across even more network devices, and added vendor support that strengthens our lifecycle management experience.
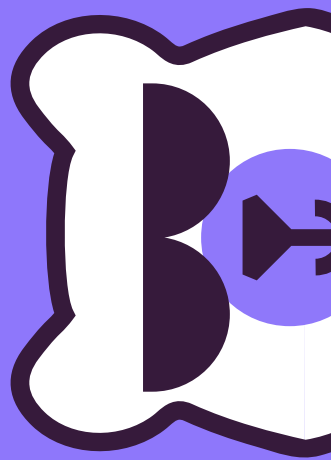
Cheers to
2026

We look forward to seeing you thrive!