



Beyond the hype:



The real state of IT in 2026



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About Auvik

Auvik is a cloud-based IT management platform that empowers IT teams to navigate change with less friction.

The key is absolute simplicity: seamless deployment, an intuitive interface, and effortless automation. IT teams are able to proactively manage diverse networks, security devices, endpoints and SaaS applications. Users are able to work however and wherever they want. Auvik manages one million network devices and three million SaaS applications across more than 110,000 networks, and provides monitoring services for more than 10 million devices.

The screenshot displays the Auvik dashboard for a demo site. The top section features a network topology map with various devices connected to the Internet. Below the map, there is a navigation menu on the left and a main content area. The main content area includes a 'TOP DEVICE USAGE' table, 'Open Alerts' summary, and 'Component Statuses (VMware Hypervisors)'. The 'TOP DEVICE USAGE' table lists the following data:

Device Name	Usage
Waterloo-Juniper-DemoSwitchB	2.7 Gbit/s
SW01-Ottawa34-HP2530	2.4 Gbit/s
Waterloo-Demo-ISR	413 Mbit/s
Waterloo-C2960POE-DemoSwitchA	334 Mbit/s
Ottawa-Demo-Forti60F	304 Mbit/s
Waterloo-Demo-ASA	269 Mbit/s
CiscoASR_OTW	126 Mbit/s

The 'Open Alerts' section shows a summary of alert counts: Emergency (0), Critical (2), Warning (73), Informational (9), and Paused (0). The 'Component Statuses' section shows VMWare Hypervisor statuses: OK (4), Degraded (0), and Failed (0). The bottom right corner of the dashboard displays 'Online Network Elements' with a count of 17 of 17.

EXECUTIVE SUMMARY

The year of the IT reality check

As organizations move through 2025 and look ahead to 2026, the state of IT is defined by a growing disconnect between ambition and execution. Many organizations consider themselves operationally mature, yet daily work remains constrained by limited time, fragmented visibility, and mounting complexity. As these pressures persist, IT leaders are being pushed to reconsider what meaningful progress truly looks like in practice.

AI illustrates this gap clearly. Optimism and curiosity around AI are high, but policies, governance, and readiness often lag behind ambition. At the same time, SaaS adoption continues to expand, increasing exposure to Shadow AI and Shadow IT and making it harder for teams to fully understand what is running across their environments. Even as organizations acknowledge these risks, many still lack the visibility required to manage them effectively.

Budgets are rising, reflecting IT's critical role in the business, but increased spend has not translated into additional capacity. IT teams continue to juggle end-user support, tool consolidation, security concerns, and shifting workplace models. Hybrid work has evolved rather than disappeared, with more organizations moving toward office-first approaches while still relying on remote access and distributed tools. Regardless of location, IT remains responsible for supporting users everywhere, often exposing gaps between how prepared organizations believe they are and how operations function in practice.

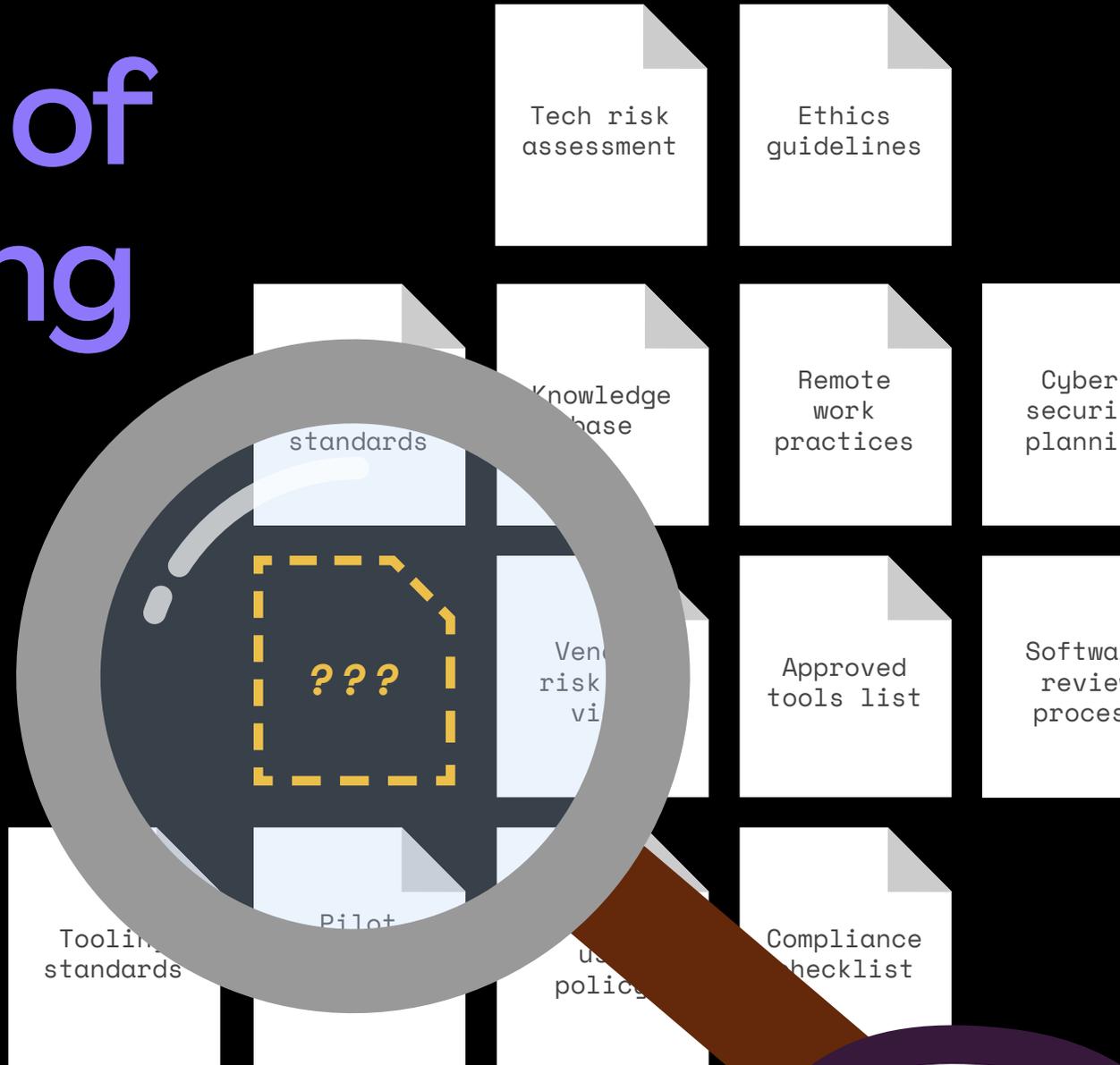
This is the year of the IT reality check.

Success now relies on strengthening fundamentals, reducing unnecessary complexity, and equipping IT teams with the tools and time they need to focus on what matters most: keeping the business running.



CASE FILE 001

The case of the missing AI policy



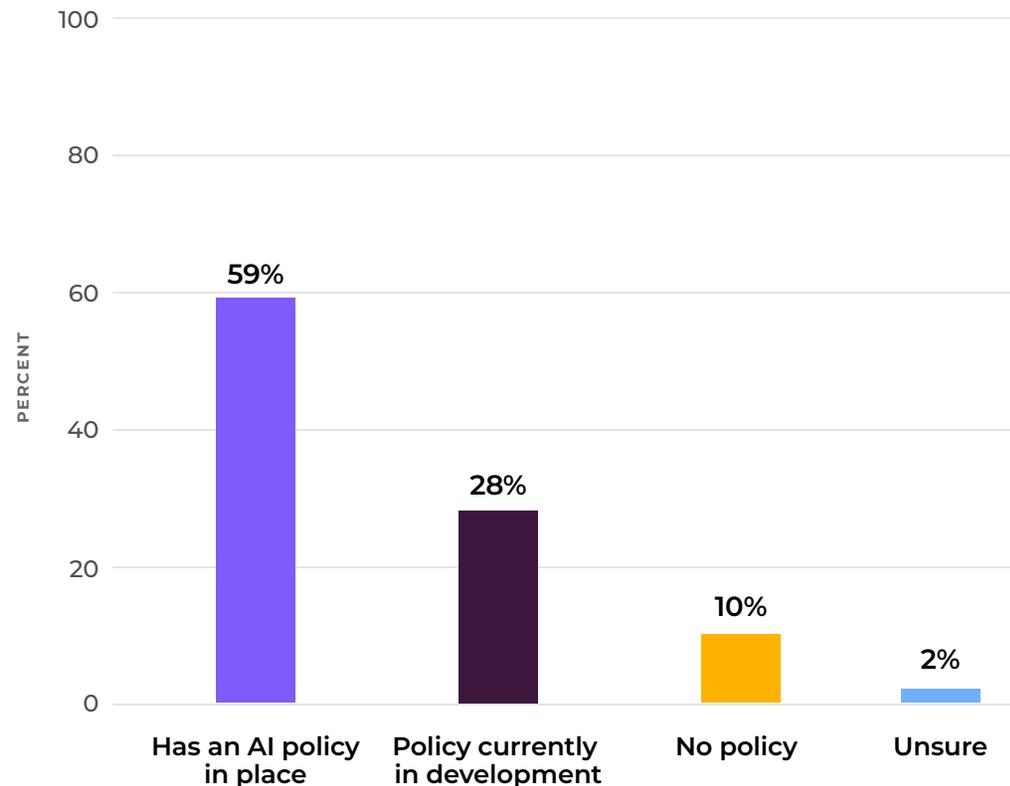


A seemingly simple question, “**Do we have an AI policy?**”, reveals one of the clearest disconnects in this year’s data. While AI continues to dominate conversations about the future of IT, agreement on how it is governed, adopted, and operationalized remains uneven across roles.

At a high level, responses suggest that many organizations are actively addressing AI governance. **59%** of respondents say their organization has an AI policy in place, while another **28%** report that a policy is currently in development. Only **10%** say there is no policy, and **2%** are unsure. Taken together, the data indicates broad awareness of the need for AI governance, with most organizations either having policies in place or actively working toward them.

Where the picture becomes more complex is in how consistently that governance is understood across roles. Issues become more pronounced when responses are segmented by role. **76% of IT leaders** say their organization has an AI policy, compared to just **42% of help desk respondents**. The difference points to a breakdown in communication and implementation. Policies may exist in principle, but they are not consistently understood or applied by the teams expected to work within them.

Does your organization have an AI policy in place?



Despite these governance gaps, optimism around AI remains high. **67%** of respondents describe themselves as “optimistic” or “very optimistic” about AI’s potential impact on IT. Yet enthusiasm has not translated into widespread operational adoption. Only **5%** say AI is currently core to their IT operations. For most teams, AI remains aspirational. It is something being discussed, tested, or planned for rather than embedded into day-to-day workflows.



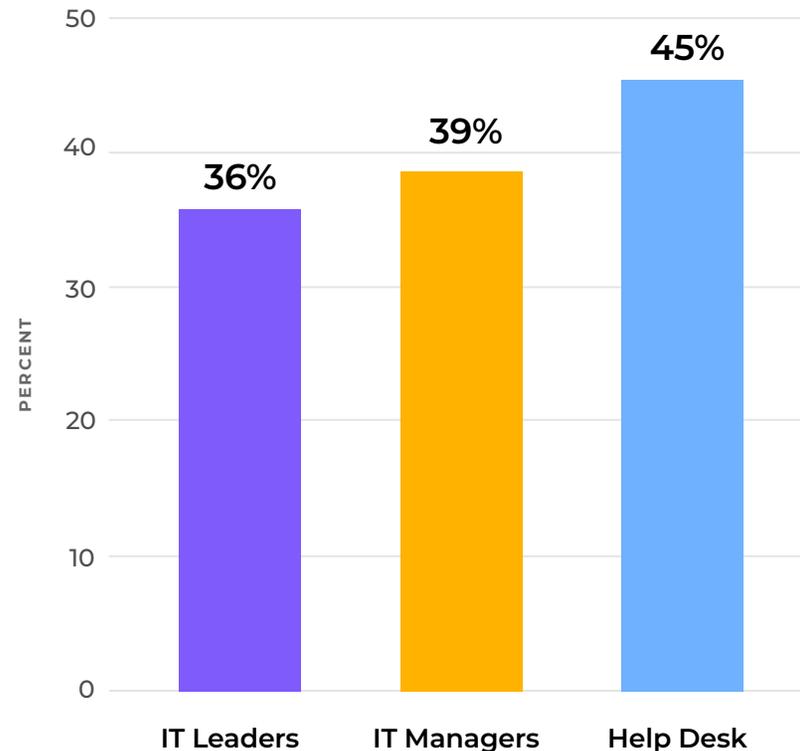
Interest in AI is especially strong at the front lines. Help desk roles report the highest demand for AI-related training, signaling that those closest to repetitive tasks, ticket resolution, and user support see the most immediate potential value. For more junior technicians, AI can act as a guide to effective starting points and common troubleshooting paths, supporting skill development while allowing them to build the diagnostic and people skills that remain central to the role.

“I think many help desk technicians are using AI to help troubleshoot, resolve, and kickstart their tickets that they deal with on a daily basis. It’s like having a senior IT associate in your pocket whenever you need it,” says Chris Stockton, IT Technician for Elite Extrusion Technology.

At the same time, these same teams face significant constraints. Almost half of respondents (**48%**) spend between 10 and 20 hours per week handling end-user tickets, leaving limited time to explore new tools, experiment with AI, or pursue training. The result is a tension between desire and capacity. AI is seen as a path to efficiency, but the workload that makes AI appealing also prevents teams from adopting it effectively.

This dynamic also highlights a broader challenge. While interest in AI is strong, training and skill development are still treated as work to be done on top of daily responsibilities rather than as core operational activities built into how teams function. This is a critical point for IT leadership to understand, and ensure there is space for their teams to grow and develop the skills that their IT organization will need in the coming months.

Interest in AI training by role



Taken together, the data shows that AI is widely discussed, broadly supported, and unevenly governed. While many organizations are eager to move forward, formal policies, shared understanding, and operational readiness have not yet caught up to expectations. Without clearer governance and more deliberate enablement, AI risks becoming another area where ambition outpaces execution.



CASE 001: THE CASE OF THE MISSING AI POLICY

Key takeaways

AI optimism is high, but formal governance remains inconsistent across organizations and roles.

Sixty-seven percent of respondents say they are optimistic or very optimistic about AI, yet **41%** report that their organization either has no AI policy, is still developing one, or is unsure whether one exists.

A significant share of organizations lack a finalized AI policy.

While **59%** say an AI policy is in place, **28%** report the policy is still in progress, **10%** say there is no policy, and **2%** are unsure, indicating that formal governance is not yet universal.

IT leaders are far more likely than help desk teams to be aware an AI policy exists.

76% of IT leaders are aware their organization has an AI policy, compared to just **42% of help desk respondents**, pointing to gaps in communication, awareness, or implementation.

AI is rarely core to IT operations today, despite strong interest in its potential.

Despite strong interest and optimism, only **5%** of respondents say AI is currently core to their IT operations.

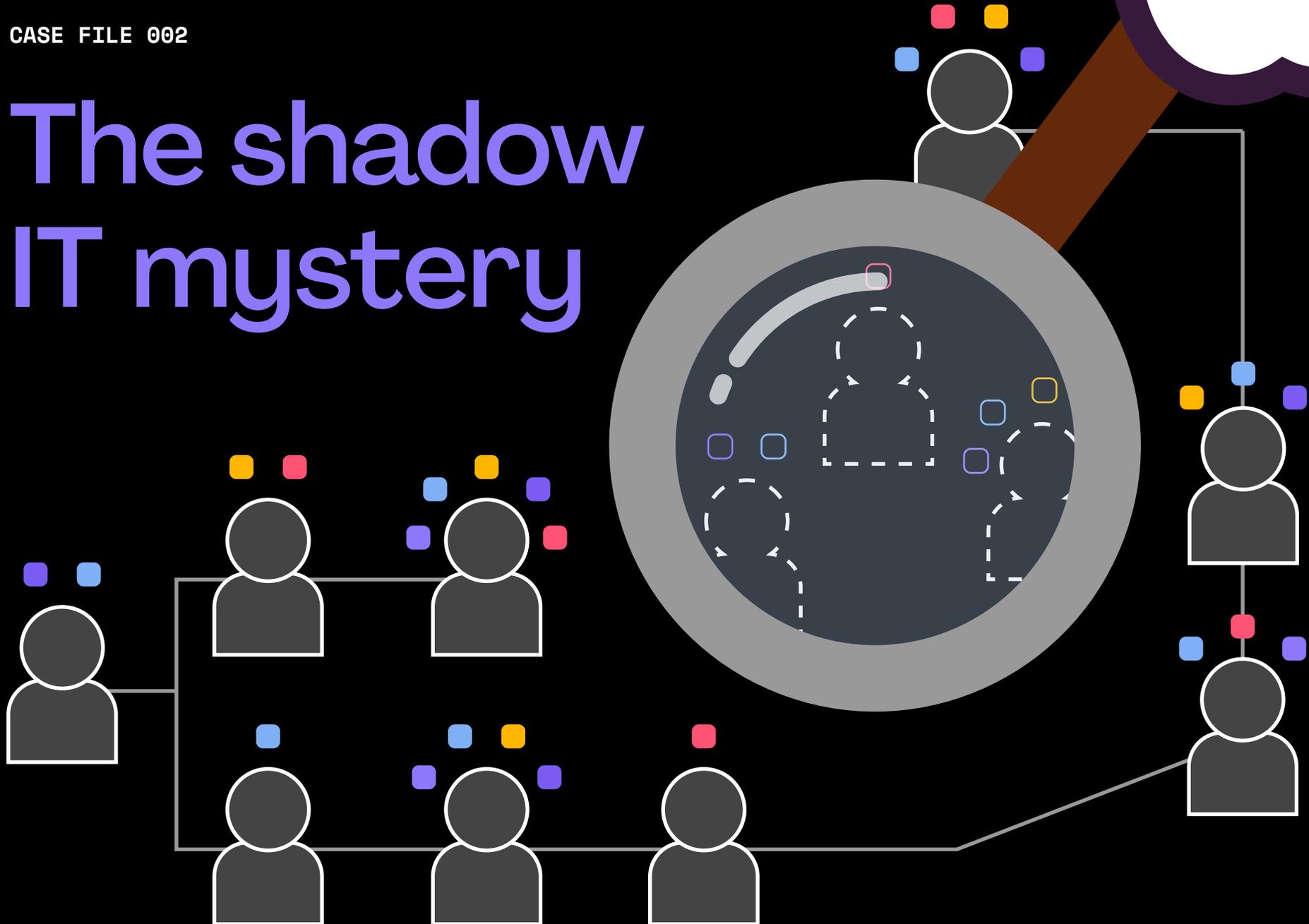
Help desk teams show the strongest demand for AI training but face the greatest time constraints.

Frontline roles report the highest interest in AI-related training, while nearly **half of respondents (48%)** spend 10 to 20 hours per week handling end-user tickets, limiting time available to experiment with or adopt new capabilities.

REALITY CHECK:

**AI hype is everywhere.
AI readiness is not.**

The shadow IT mystery



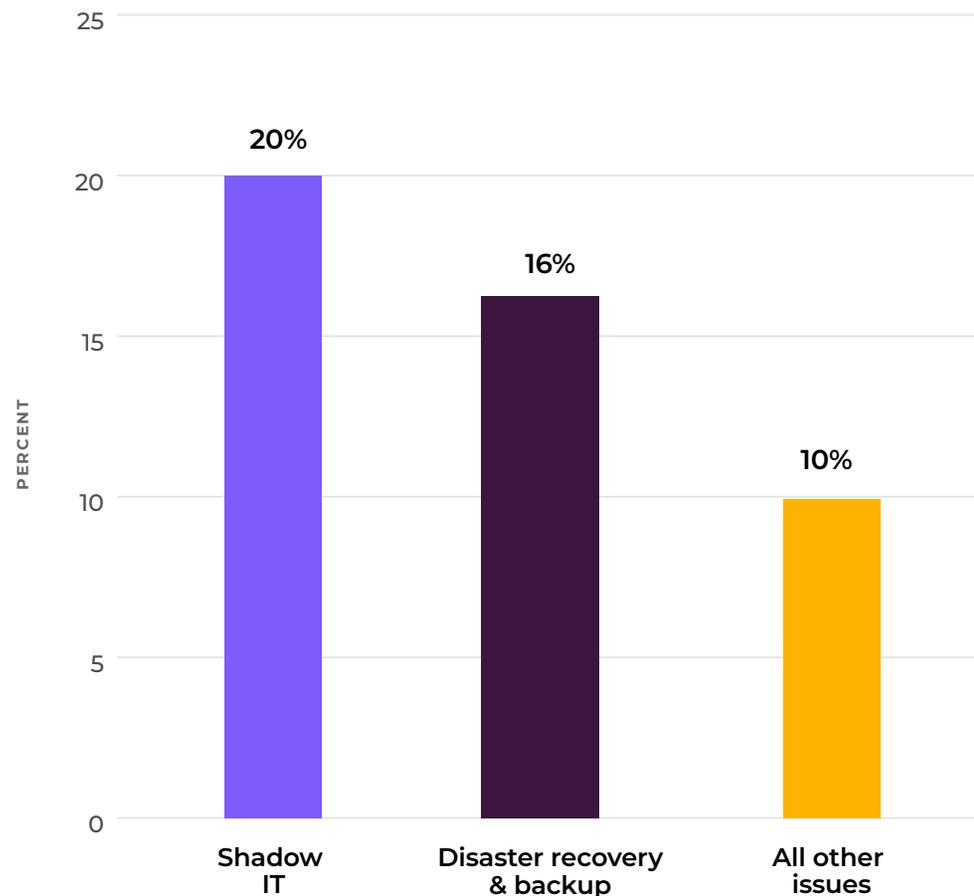


Unauthorized SaaS and unmonitored applications continue to multiply across IT environments, often remaining invisible until they trigger a security incident, compliance issue, or unexpected budget review. While Shadow IT is frequently discussed as a tactical problem, this year's data shows it is increasingly viewed by IT professionals as a strategic risk that leadership is not adequately addressing. This concern is compounded by the rise of Shadow AI, as employees independently adopt AI tools and features without formal approval, governance, or visibility, further expanding risk in ways that are harder to track and control.

Concern about Shadow IT is particularly pronounced among managed service providers. MSP respondents ranked Shadow IT as the **number one issue business leaders are not paying enough attention to**, cited by **20%** of respondents. This is followed by the next highest concern, disaster recovery and backup at **16%**, with all other issues falling below 10%. The data suggests that for organizations managing complex, multi-client environments, uncontrolled SaaS adoption is no longer a peripheral issue but a top operational risk.

Many organizations also underestimate the scale of SaaS usage in their environments. In reality, Auvik's telemetry shows that customers have discovered 102,939 Shadow AI applications in customer networks in 2025 alone.

Top MSP visibility challenges



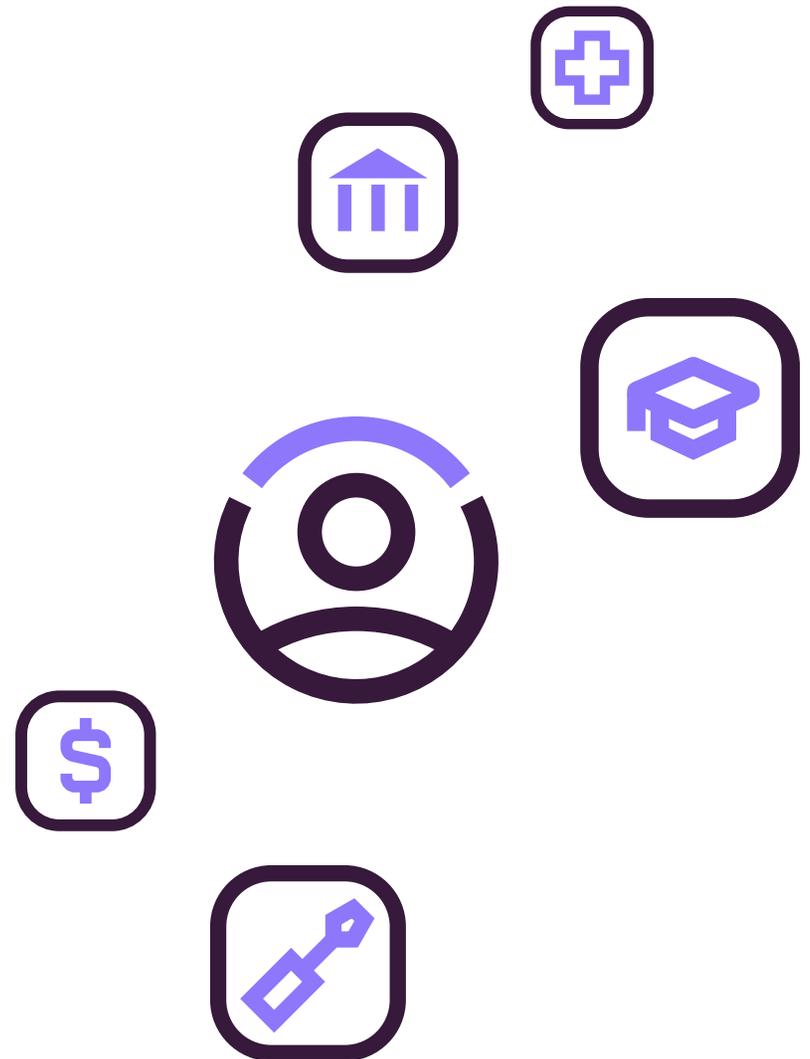


Even when organizations attempt to track SaaS usage, unauthorized applications often surface more frequently than expected. **61%** of respondents say they discover unauthorized SaaS applications at least monthly, with **23%** discovering them on a weekly basis. Despite this, **8%** of respondents say they have no idea how many SaaS applications are in use across their organization. This combination of frequent discovery and incomplete awareness highlights a structural challenge rather than a monitoring gap.

Left unaddressed, unknown and unauthorized SaaS can quietly drive up software costs, introduce unmanaged security and compliance risks, and create downstream strain for IT teams that are expected to support tools they did not approve, deploy, or fully understand.

“SaaS is dominating the market and I don’t believe non-IT folks are fully aware of what is and what isn’t SaaS. I do not believe most people in most organizations fully understand just how many SaaS tools they are leveraging on a day to day basis,” says Brandon Diener, IT Manager for Smyth Companies.

Taken together, the findings suggest that Shadow IT is not simply the result of users bypassing IT controls. It reflects operating models that struggle to surface change at the pace modern SaaS adoption demands. As environments become more distributed and application-driven, operational maturity increasingly depends on continuous visibility rather than periodic audits or manual tracking.





CASE 002: THE SHADOW IT MYSTERY

Key takeaways

Shadow IT is the top concern MSPs say leadership is underestimating.

Twenty percent of MSP respondents rank Shadow IT as the number one issue business leaders are not paying enough attention to, nearly double the next highest concern, disaster recovery and backup at 16 percent.

Lack of visibility directly impacts IT productivity and increases Shadow IT risk.

Forty-four percent of respondents say a lack of real-time visibility into their environment impedes their ability to work effectively.

Most organizations significantly underestimate how many SaaS applications they are using.

In 2025 alone, customers using Auvik discovered over 100,000 shadow AI applications in their networks.

Unauthorized SaaS applications are discovered frequently.

Sixty-one percent of respondents say they discover unauthorized SaaS applications at least monthly, including 23 percent who report weekly discoveries.

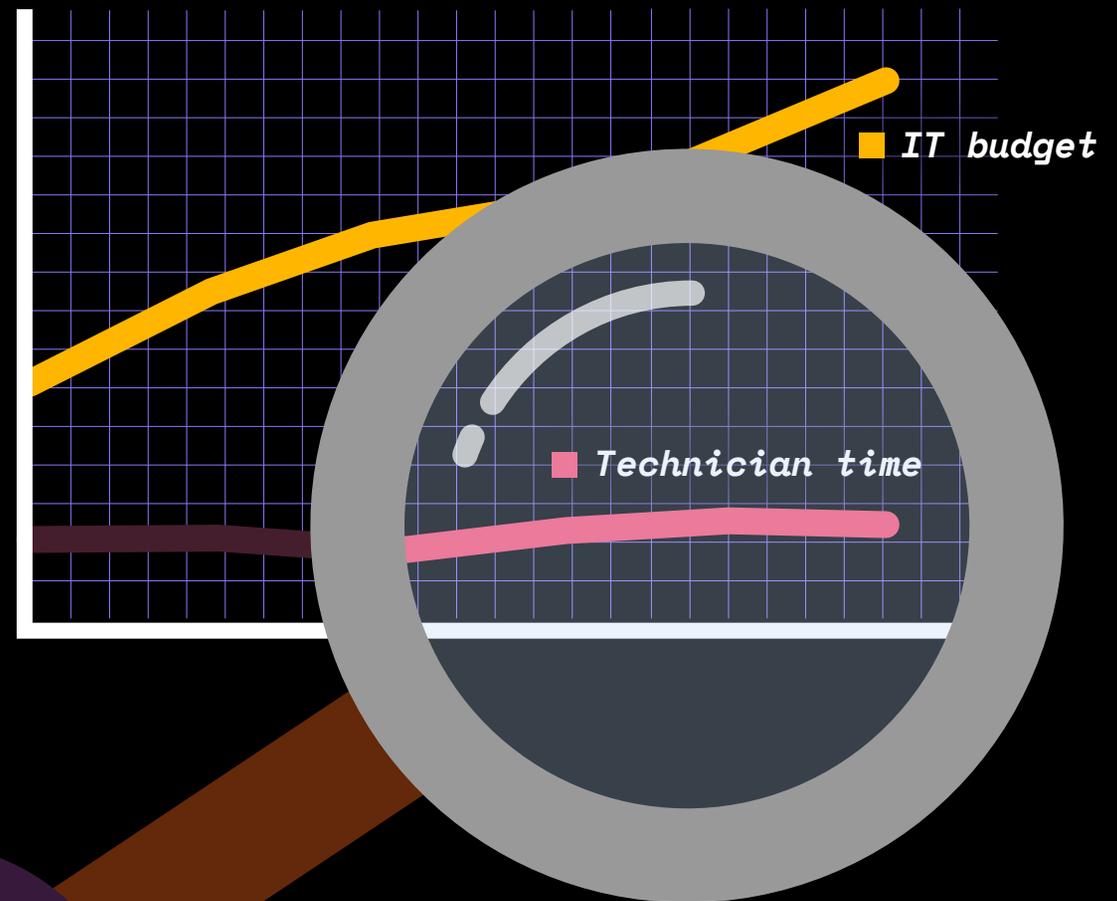
SaaS sprawl continues to outpace visibility for many IT teams.

Sixty percent of organizations report discovering unauthorized SaaS applications at least monthly, reinforcing how difficult it remains to maintain an accurate view of what is actually running across the environment.

REALITY CHECK:

Shadow IT isn't hiding — organizations just aren't looking closely enough.

The budget vs. time paradox





Despite increased investment, many IT teams continue to feel constrained by limited time and capacity. While budgets are growing, the ability to translate that growth into meaningful progress remains uneven. This gap may reflect structural pressures rather than a simple resourcing shortfall. In some cases, increased spend does not translate directly into added headcount, whether due to ongoing talent shortages, longer hiring cycles, or caution around expanding teams. As a result, organizations may find that new investments only deliver value if they reduce operational burden, rather than adding complexity or additional work for already stretched staff.

Among corporate IT teams, a substantial share report increased budgets overall. Nearly **half of respondents (49%)** say their IT budget grew in the past year, with **28%** reporting increases of **10% or more**. An additional **21%** saw smaller increases of **10% or less**, indicating that many internal IT organizations are operating with more funding than the year before. While **32%** report budgets holding steady and **18%** report decreases, the data suggests that budget growth is a common experience for internal IT, even if the gains are unevenly distributed.

However, increased budgets have not unlocked the ability to move faster. Among corporate IT teams, and across all categories, corporate IT teams were only half as likely to

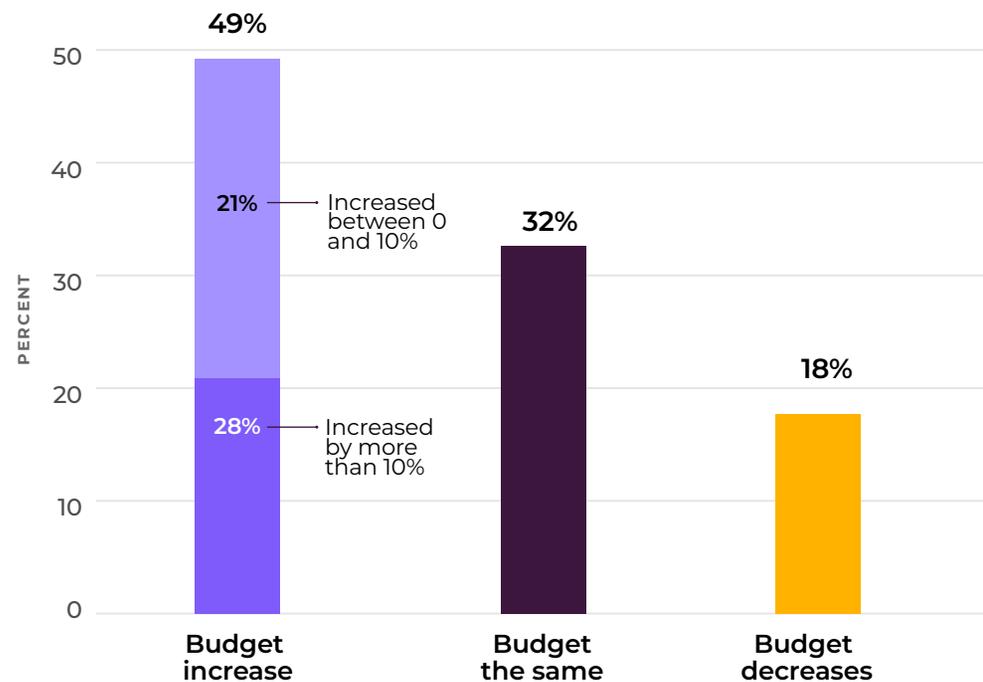
be investing in any specific area compared to their MSP peers. When asked why initiatives are not moving forward, respondents most often point to time and staffing constraints rather than funding.

48% of Corporate IT report they lack enough time, **33%** cite insufficient IT staff, and **30%** say budget remains a limiting factor, likely indicating that while there were budget increases, they weren't sufficient. The data indicates that financial investment alone does not resolve

structural workload issues, especially when budget increases are directed toward new tools that require time to learn and integrate before delivering productivity gains.

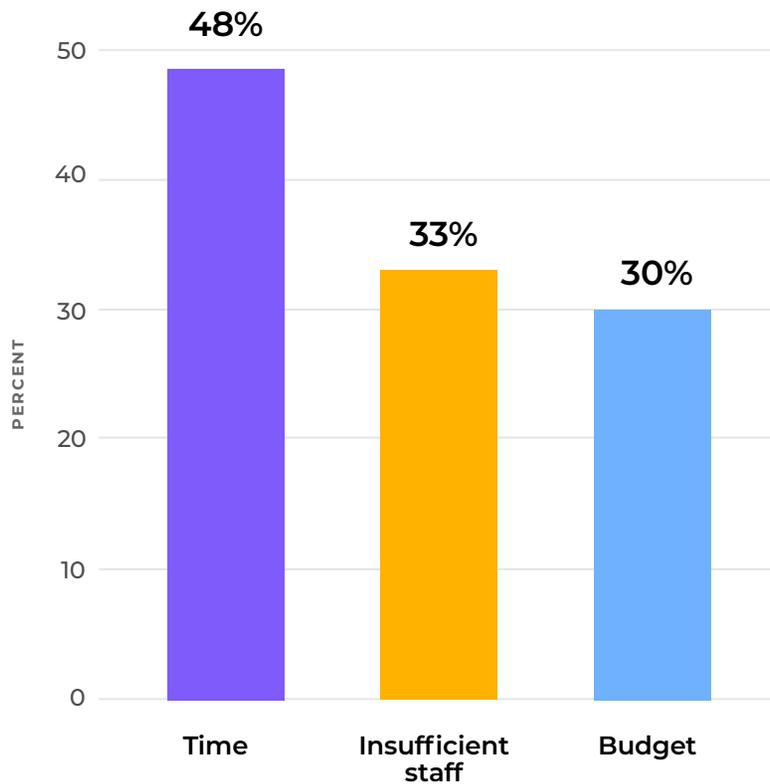
In many cases, increased funding is absorbed by rising costs and ongoing operations, leaving little room to treat training, documentation, and process improvement as core work rather than discretionary efforts.

Budget change distribution, year over year





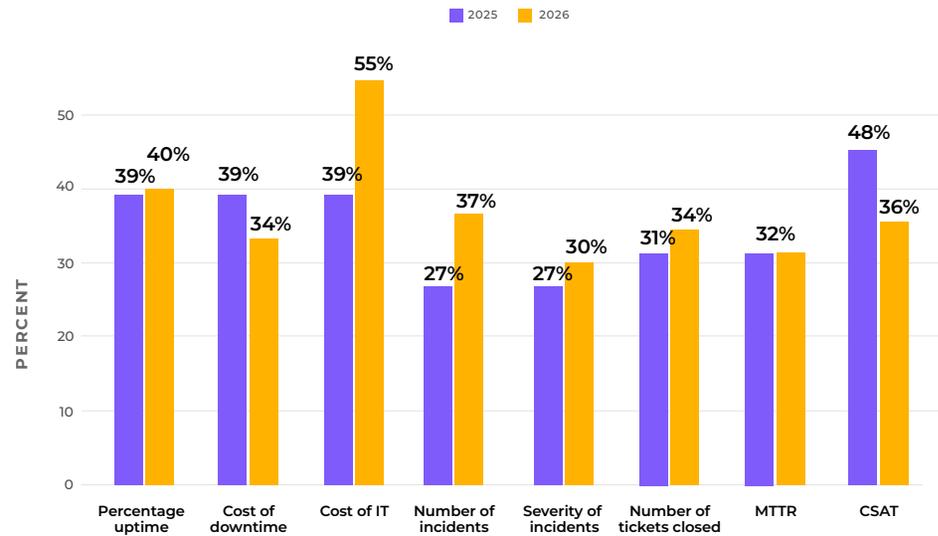
Strategic blockers preventing new Corporate IT initiatives



“Most teams already have a long list of areas that need attention just to keep pace like rising licensing costs, tooling, infrastructure, and the day-to-day work required to maintain existing systems. Room in the budget often gets absorbed by these pressures, rather than fueling new projects,” says Amanda Doucette, owner of B4 Networks, an MSP.

How IT teams measure success reinforces this pressure. IT respondents now rank **cost** as their top success metric at **55%**, followed by **percentage uptime** at **40%**. The emphasis on cost reflects the need to justify spend in environments where inefficiencies are not always visible and time remains scarce. Rather than signaling improved efficiency, cost focus often highlights unresolved operational friction.

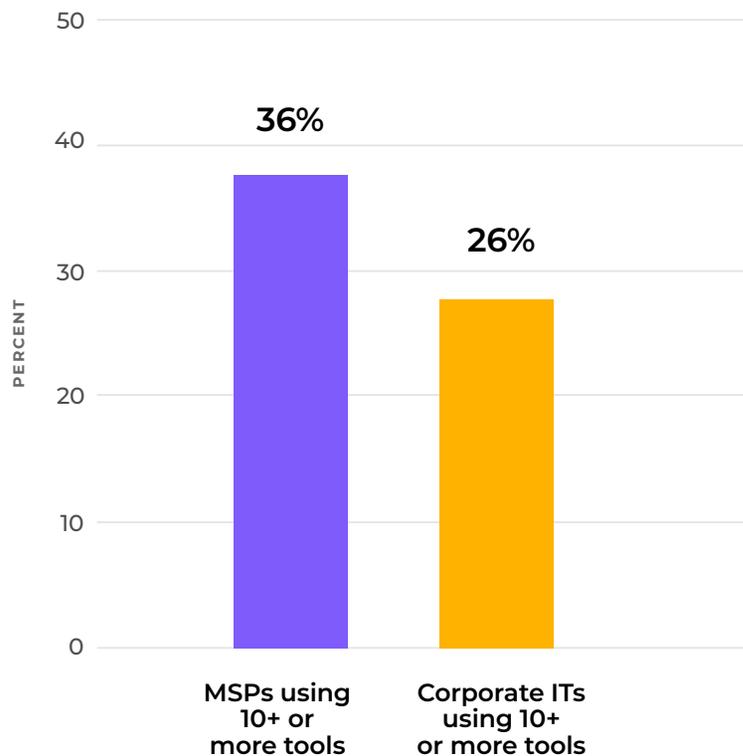
Most important success metrics for IT





Tool consolidation is increasingly viewed as a way to regain time and reduce complexity. **36%** of MSPs report using ten or more tools, while **26%** of corporate IT teams report the same. Consolidation efforts are often driven by the desire to simplify workflows, reduce overhead, and make better use of limited staff time. Without sufficient visibility and planning, however, consolidation can become reactive rather than transformative.

Number of tools in use by organization type



“Consolidating tools makes cross referencing different aspects of IT work, such as documentation and work tickets, a lot more efficient, and mean a lot less frequent signing in to different services,” says Lloyd Castleberry, a network engineer for a state government agency.

Taken together, the data suggests that the budget versus time paradox is not a contradiction but a maturity signal. Organizations that struggle to convert increased funding into improved outcomes are often limited by operating models that do not scale.

Until time and capacity are addressed alongside budget, additional investment will continue to deliver diminishing returns.



CASE 003: THE BUDGET VS TIME PARADOX

Key takeaways

A large share of internal IT teams report budget growth, but gains are uneven.

49% of internal IT respondents say their budget increased in the past year, including 28% reporting increases of 10% or more, while 32% report flat budgets and 18% report decreases.

Increased budgets have not unlocked execution capacity.

13% of corporate IT teams (half as likely as MSP peers) report having no new projects planned despite higher budgets, indicating that funding alone does not translate into forward momentum.

Time and staffing are the primary blockers to progress.

44% of respondents cite lack of time as a key barrier to new initiatives, followed by 36% citing insufficient IT staff and 30% citing budget constraints.

Cost has become the leading success metric for internal IT teams.

49% of internal IT respondents rank cost as their top success metric, followed by uptime at 41%.

Tool consolidation is being pursued as a capacity strategy.

36% of MSPs and 26% of corporate IT teams report using ten or more tools, driving consolidation efforts aimed at reducing overhead and reclaiming time.

REALITY CHECK:

More money doesn't solve a time shortage.

The case of the disappearing hybrid workforce

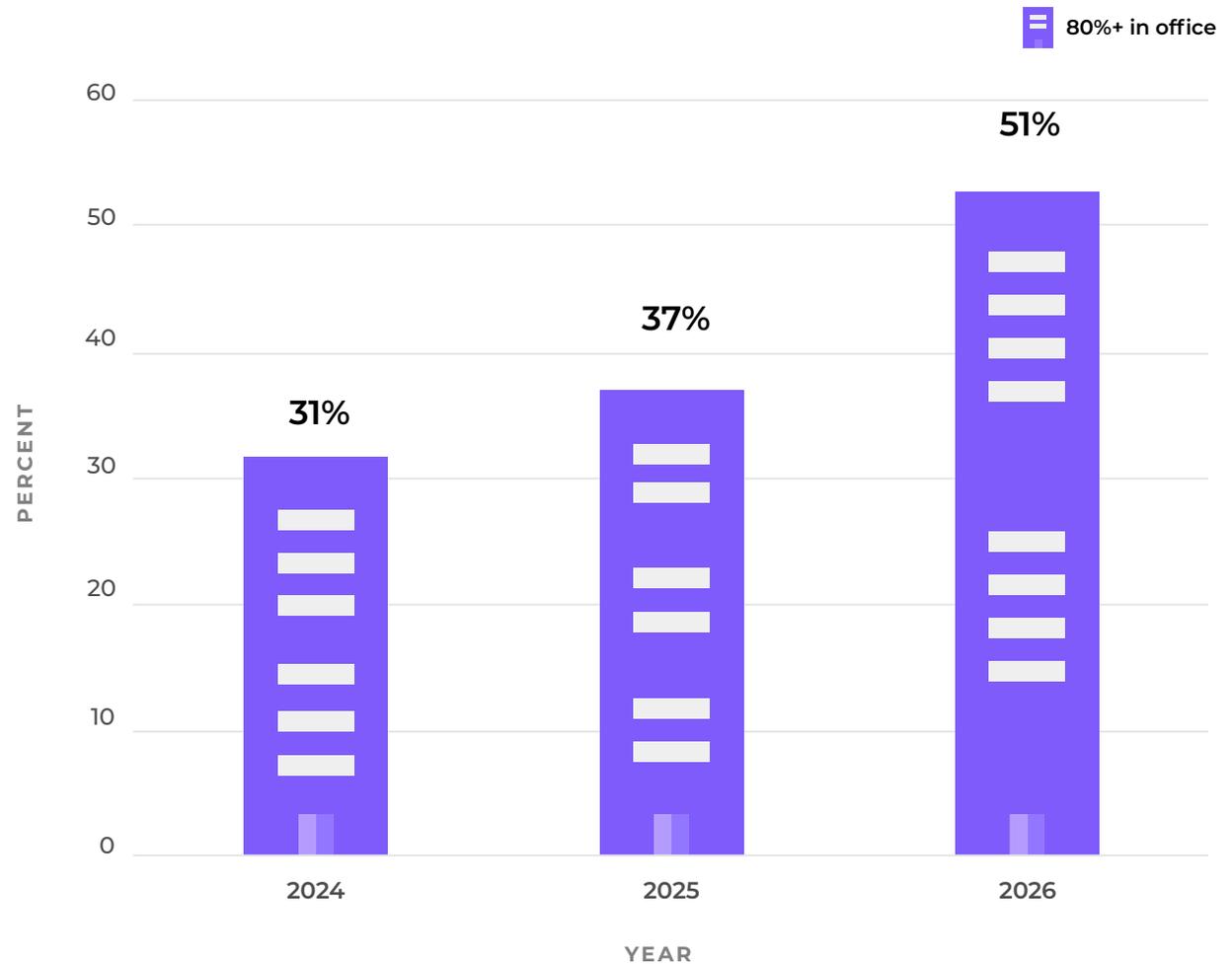




Hybrid work did not disappear. Instead, it evolved into a more polarized and less predictable pattern. While much of the conversation around work models has focused on return-to-office mandates versus remote flexibility, the data shows that the most significant change is not at the extremes, but in the middle.

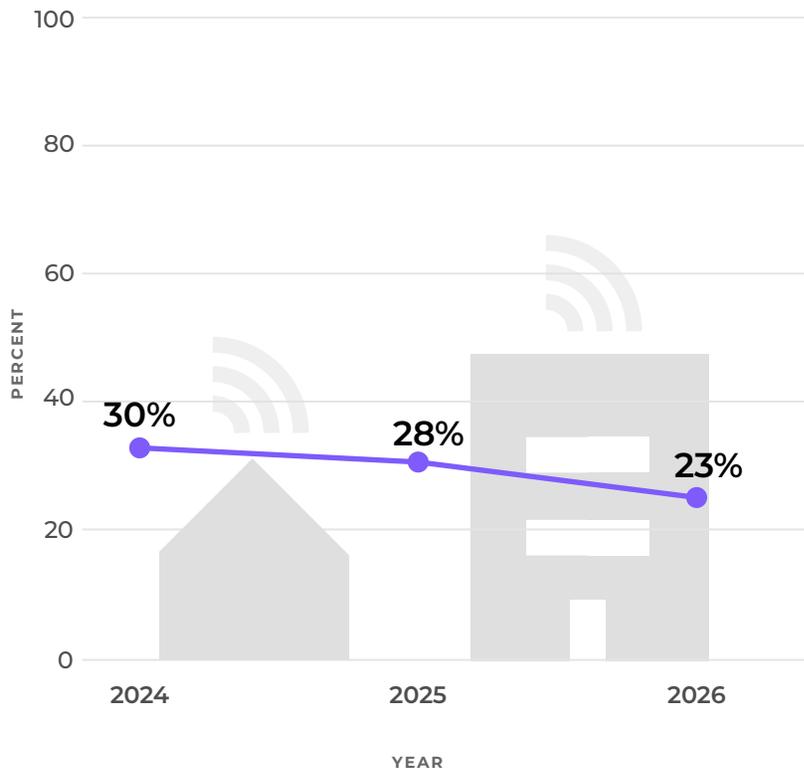
Organizations are increasingly identifying as mostly in office. In 2024, **31%** of respondents stated that they were at least 80% in office. That figure rose to **37%** in 2025 and climbed sharply to **51%** in 2026. The shift represents a clear move toward office-first models, signaling growing organizational preference for on-site presence, whether for collaboration, oversight, or cultural reasons.

RTO on the rise



Mostly remote organizations (80% remote or more), by contrast, declined more gradually. In 2024, **30%** of respondents described their teams as mostly remote. That number dipped to **28%** in 2025 and fell again to **23%** in 2026. While remote-first models are shrinking, the change is incremental rather than abrupt, suggesting that remote work remains viable for certain organizations and roles even as broader trends shift toward the office.

Remote workers on the decline



The decline of hybrid arrangements



The most dramatic change appears in traditional hybrid arrangements. Fifty-fifty hybrid workplaces accounted for **40%** of respondents in 2024, dropped to **35%** in 2025, and declined further to **25%** in 2026. This represents the steepest year-over-year movement in any work model category. The data suggests that many organizations are abandoning balanced hybrid structures in favor of clearer expectations, either toward the office or toward remote work.



Despite this shift, IT's operational reality has not simplified. Even organizations that consider themselves fully or mostly in office continue to rely heavily on remote access and distributed support. Travel, after-hours work, home logins, and SaaS-based workflows ensure that supporting a team of distributed workers remains a core responsibility regardless of formal work model definitions.

“Although we are fully in-office, we have 6 campus locations, students and faculty in other states/countries, and limited staff, so supporting distributed users is a must,” says Denise Grandon, User Support Specialist for Cochise College.

Brandon Diener faces similar challenges as a small team supporting multiple locations. “We have multiple sites across the country and only a handful of IT staff so in a sense, we are almost always supporting ‘remote’ users.”

Taken together, the findings show that while hybrid work is declining as a defined category, distributed work is not. The disappearance of 50/50 hybrid arrangements has introduced more variability rather than less, requiring IT teams to support a wider range of access patterns under increasingly rigid labels (“We’re fully RTO now”).

Operational maturity in this context depends less on where work happens and more on how consistently IT can support users wherever they are.



Key takeaways

Organizations are increasingly identifying as mostly in office.

The share of respondents reporting they are at least **80%** in office rose from **31%** in 2024 to **37%** in 2025 and increased sharply to **51%** in 2026.

Remote work is declining gradually, not disappearing.

Mostly remote organizations declined from **30%** in 2024 to **28%** in 2025 and to **23%** in 2026.

Traditional 50/50 hybrid models are shrinking faster than any other work arrangement.

50/50 hybrid workplaces dropped from **40%** in 2024 to **35%** in 2025 and to **25%** in 2026.

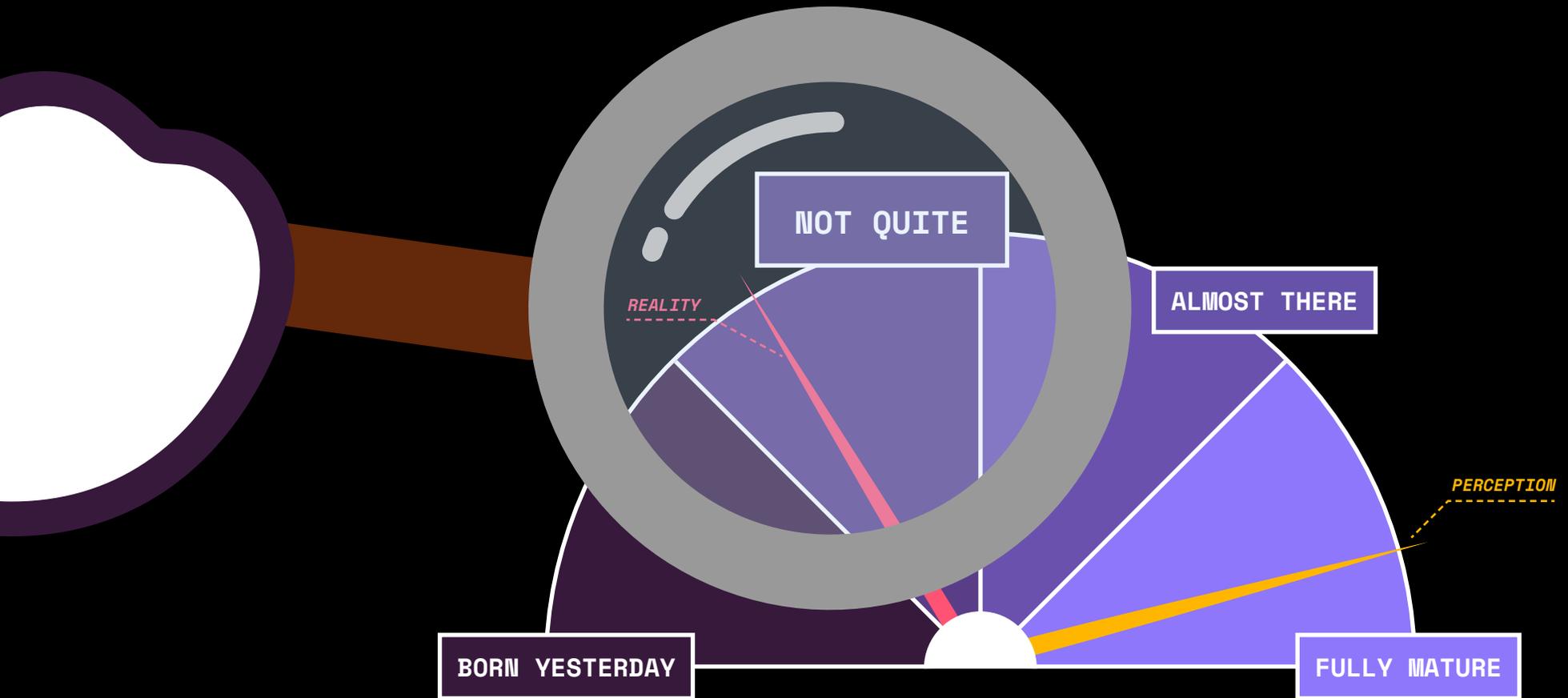
Operational complexity persists even as work models simplify.

The decline of balanced hybrid arrangements has increased variability in access patterns, requiring IT teams to support distributed work under more rigid organizational labels.

REALITY CHECK:

**IT can't rely on work-location labels.
They support everyone, everywhere anyway.**

The maturity mirage





Across the findings in this report, many organizations appear confident in the maturity of their IT operations. Leadership alignment, expanding toolsets, and increased investment often reinforce that perception. However, when viewed through the lens of day-to-day execution, the data suggests that perceived maturity frequently exceeds operational reality.

This gap becomes visible when examining foundational capabilities discussed throughout the report. Challenges such as network visibility (**27% of respondents**), alert fatigue (**16%**), and staffing constraints (**42%**) continue to surface across IT environments. These are not advanced capabilities. They are baseline requirements for operating at scale. When teams identify these fundamentals as ongoing challenges, it signals that operations are still reactive at their core, regardless of strategy or intent.

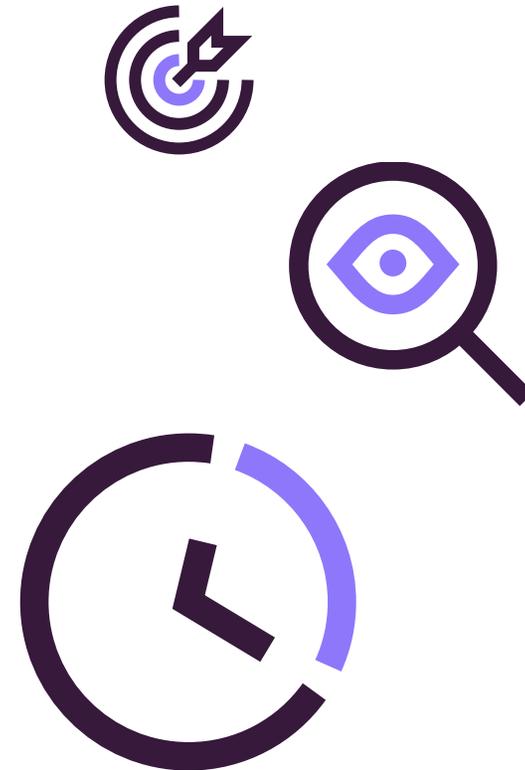


As complexity increases, and IT teams are supporting distributed users, wherever they are, maturity is further tested by how well operations absorb pressure. Earlier sections highlighted persistent alert fatigue and reliance on limited skilled staff. In this context, those challenges reflect operating models that depend heavily on human intervention to manage growth. Mature organizations design systems to reduce noise, prioritize signal, and operate predictably. Less mature ones experience increasing fragility as scale amplifies execution friction.

Another clear maturity signal is the balance between reactive work and proactive improvement. **33%** of respondents indicated that the burden of reactive work is preventing them from being proactive. In more mature operations, activities like documentation, training, and process improvement are treated as part of regular operational work, not deferred until incidents slow down. As shown earlier in the report, **53%** of respondents indicated a significant portion of IT time (10+ hours per respondent per week) is spent resolving end-user issues. In this section, that workload is best understood not simply as a resourcing concern, but as evidence of operating models that struggle to surface and address issues before they disrupt users. When reactive support dominates the workweek, teams have limited capacity to stabilize systems, reduce risk, or improve consistency.

Maturity limits also become apparent when increased investment does not translate into forward progress. As discussed in the budget section, some organizations report higher budgets without corresponding new initiatives. In the context of maturity, this reflects an inability to convert resources into execution. Mature operations are able to invest in improvement alongside maintenance. Less mature ones remain locked in sustain mode even when funding grows.

Taken together, these signals point to a consistent conclusion. Operational maturity is not defined by confidence, roadmaps, or tool adoption alone. It is defined by whether IT teams can maintain visibility, manage operational noise, and preserve capacity as complexity increases. When foundational capabilities remain unresolved and reactive work dominates, it may reflect gaps in how teams are structured to support core operational needs alongside strategic progress, allowing maturity to exist more as a perception than an operational reality.



Key takeaways

Perceived operational maturity often exceeds day-to-day execution.

Foundational challenges such as network visibility, alert fatigue, and staffing constraints continue to surface, signaling gaps between confidence and operational reality.

Baseline capabilities remain unresolved for many organizations.

Network visibility, a foundational requirement for mature operations, continues to be cited as a top challenge, alongside alert fatigue and shortages of skilled professionals.

Reactive work dominates IT capacity.

A significant share of IT time is spent resolving end-user issues (53% of respondents say 10+ hours / week), limiting the ability to stabilize systems and operate proactively.

Budget growth does not guarantee forward progress.

Some organizations report increased budgets without corresponding new initiatives, indicating maturity ceilings driven by time and capacity rather than funding.

Operational maturity is demonstrated through sustained execution at scale.

Teams that cannot maintain visibility, manage operational noise, and preserve capacity struggle to convert investment and intent into consistent outcomes.

REALITY CHECK:

Maturity isn't about believing you're advanced — it's about proving it operationally.



CONCLUSION

Case closed? Not quite.

The IT environment continues to grow more complex as expectations for reliability, efficiency, and modernization increase. While nearly half of internal IT teams report budget growth year over year, and **67%** of respondents describe themselves as optimistic about AI, many teams remain constrained by foundational gaps. **27%** still cite network visibility as a top challenge, and **48%** of Corporate IT report lacking enough time to move initiatives forward. Across the findings in this report, the data points to a common challenge: ambition is advancing faster than operational maturity.

“Real maturity for an IT team comes from the unglamorous work of building strong operational foundations,” says Amanda Doucette. “That means clear documentation, repeatable processes, and leadership that prioritizes consistency over hype. Mature organizations don’t just chase new ideas; they take the time to measure what’s actually working, refine it, and improve incrementally.”

As SaaS adoption accelerates, work models evolve, and tool stacks expand, foundational gaps are becoming harder to ignore. **61%** of respondents report discovering unauthorized SaaS applications at least monthly, and **60%** experience moderate or significant burnout. Visibility challenges, reactive workflows, and capacity strain indicate that many organizations are still operating in ways that do not scale with the demands placed on IT today. These pressures are not isolated issues, but interconnected signals of how well operations are equipped to handle ongoing change.

Strengthen operational foundations

Strengthening operational foundations starts with how IT environments are run on a daily basis. Organizations need to ensure they have consistent, real-time visibility into networks, applications, and access so that change is detected as it happens, not reconstructed after an incident. Visibility should be continuous and shared, reducing dependence on individual knowledge or manual investigation.

Operational maturity also depends on reducing friction in execution. Alert fatigue, inconsistent signals, and fragmented workflows slow response and increase error rates. Mature teams focus on improving signal quality, standardizing how issues are surfaced, and automating routine operational tasks. This allows IT to respond predictably and maintain stability even as environments grow more complex.

At the foundation level, the goal is reliability. When IT teams can see their environment clearly and respond consistently, they spend less time reacting to surprises and more time maintaining control.

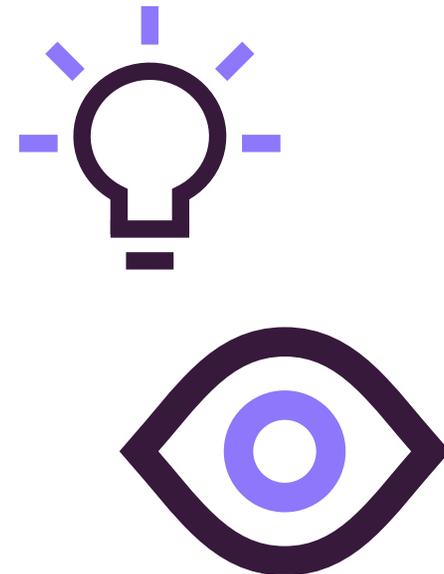
Use investment to reduce complexity

Budgets are healthier than in previous years, but investment decisions determine whether that funding creates relief or adds pressure. Organizations should prioritize spending that reduces operational overhead rather than expanding it. This means consolidating overlapping tools, simplifying architectures where possible, and avoiding solutions that increase management burden without reducing effort elsewhere.

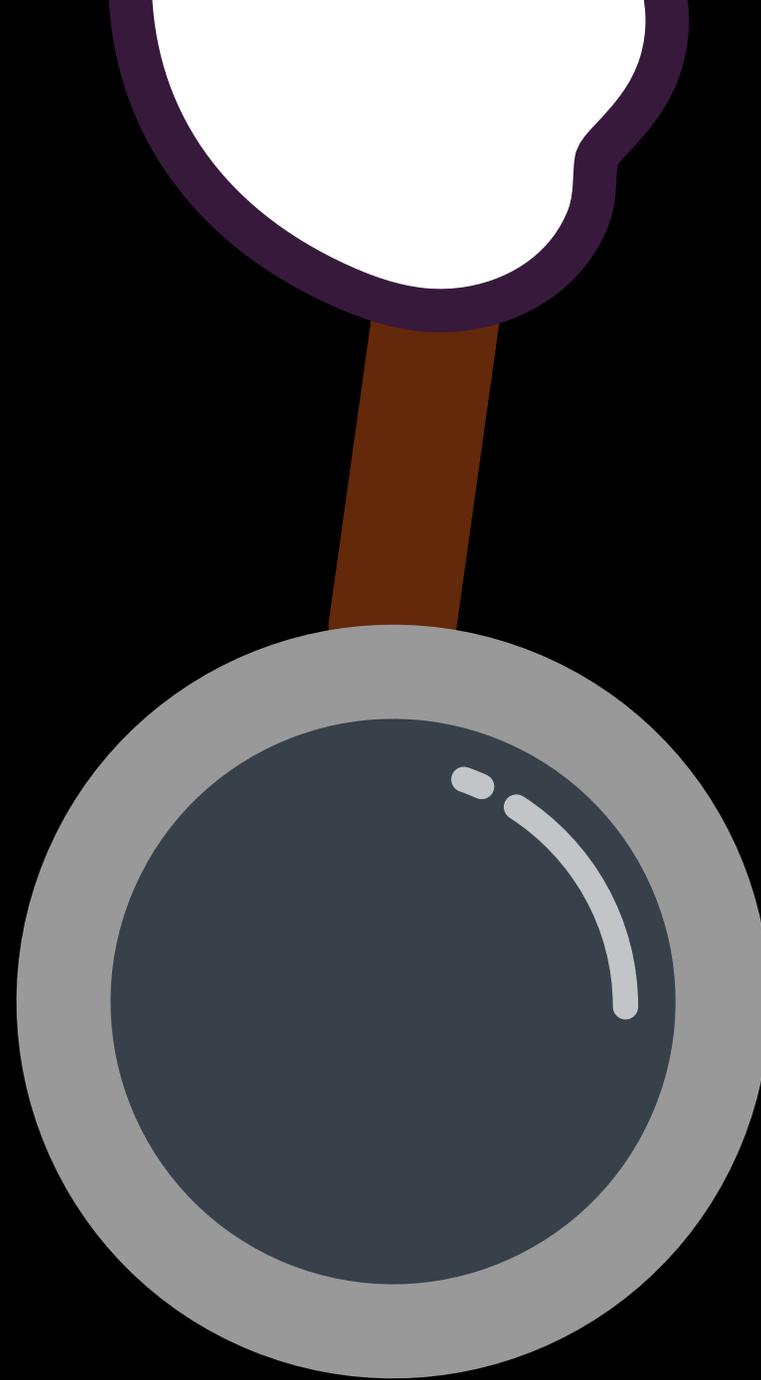
Creating capacity also requires intentional investment in people and process. Training, documentation, and process improvement must be treated as core work, not optional extras. When **48%** of Corporate IT teams cite lack of time as their primary blocker, it becomes clear that capacity, not ambition, is the limiting factor.

Used effectively, investment should buy back time. It should give teams the space to upskill, improve systems, and operate proactively. When spending decisions are aligned to capacity creation, IT organizations are better equipped to sustain progress as demands continue to grow.

As organizations look ahead, this is the moment to move beyond assumptions and take stock of operational reality. By focusing on visibility, consistency, and capacity, IT teams can build a foundation that supports both today's demands and the technologies still to come.



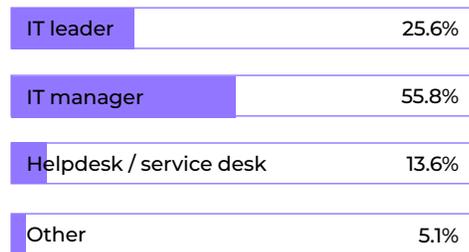
Appendix



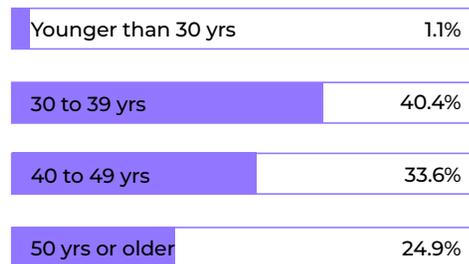
ROLE IN ORGANIZATION



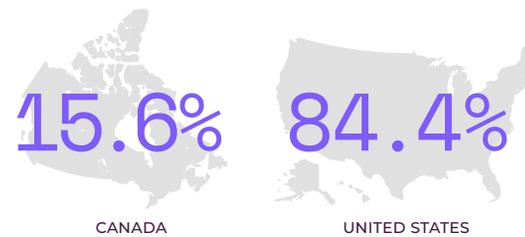
CURRENT JOB TITLE



AGE



COUNTRY OF RESIDENCE



ORGANIZATION SIZE



MSP VS. CORPORATE IT



ORGANIZATION INDUSTRY (NON-MSP)



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