Case Study

Auvik

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Brian Murphy

Director of IT at Kensington Vanguard

✓ Review by a Real User

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What is our primary use case?

We use it for monitoring our entire network. We head off a lot of problems with some early alerting on either storage or high utilization, thus we can get in front of problems before anybody notices. We have the solution tied into our help desk system so the alerts open up help desk tickets, then the guys look at it from there. We use it for troubleshooting devices that are not reachable. We also use it for backing up our firewalls and logging into all of our network equipment.

How has it helped my organization?

It has cut down on some of our major issues. We are very reliant on our printers, printing title documents, etc. The early alerting on those

printers, i.e., when they are having a problem, has been enormous. For example, if somebody has a closing going on, we can avoid them having issues with printers.

The solution helps us put out fires before people or end users even know there is a problem.

The solution automatically updates network topology. The network topology has been great, not only just for troubleshooting things, but also for training. I can show newer or not-so-experienced guys what a network looks like from the top down. Also, we have used the network diagrams for our audits, where we just kind of print it out and hand it to them. It satisfies all of those requirements.

The automation of network mapping enables junior network specialists to resolve issues directly, freeing up senior-level team members to perform higher-value tasks. We have our map

up on a board in the office.

What is most valuable?

The alerting is the most important feature.

Once it is set up, it is very easy to use.

Its network discovery capabilities are awesome.

TrafficInsights has given us better visibility. In the past, the TrafficInsights feature has helped show us where our system is experiencing performance issues. We have had high firewall utilization reported, and it appeared as, "These are the traffic insights that you are asking about." We had some high firewall usage issues. We were able to take it down to a single device that was copying files that it shouldn't have been at the time. We were able to find that using the TrafficInsight dashboard.

What needs improvement?

A room for improvement would be integration with our help desk system.

For how long have I used the solution?

At my company, we have been using Auvik for a year. Personally, I have been using it for three years.

What do I think about the stability of the solution?

Stability has been great.

The maintenance requirement is just adding new devices and occasionally configuring a new appliance that it doesn't recognize, such as giving it a name. There is a lot less maintenance with this solution compared to other solutions that I have used.

What do I think about the scalability of the solution?

Its scalability is good. There are no issues with it. We have Auvik loaded on everything.

There are four of us who work with it. I pretty much handle the maintenance of the solution. They tell me what needs to be done, then we kind of do it together. They are mostly just in Auvik looking at the alerts, etc.

How are customer service and support?

The technical support has been fantastic. We used them a lot in the beginning. Recently, we have not used them as much. We use them now for adding a new site, which was a billing question. The technical support has been able to quickly answer everything that we have sent to them.

Which solution did I use previously and why did I switch?

It was a straight-up replacement for PRTG. We switched to Auvik for the ability to do the network mapping as well as the ease of using the network mapping. Switching solutions didn't save us money on licensing, though.

How was the initial setup?

The initial setup was straightforward.

It took three months from the beginning to have it running the way it is right now.

The setup time for this solution is similar to other solutions that I have used or evaluated.

What about the implementation team?

It took some assistance from Auvik's support desk, but it was easy to set up.

What was our ROI?

Auvik has decreased our mean time to resolution for the issues that it alerts us on.

Auvik provides automated, out-of-the-box device configuration backups. We didn't have to do anything. It was all out-of-the-box. The automation of the backups saves us an hour a device. We were backing up once a month previously, and that took about half an hour to

an hour per device. We have about 30 devices. So, it has saved us approximately 15 hours a month because we don't have to do this manually anymore. It is saving us about $18,000 to $20,000 a year.

Easily, within the first few months, you will start getting your money back. It has saved us a lot more than it cost us.

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

The pricing is in line with everybody else, but you get so much more.

Auvik is billed by network device. They bill our firewalls and networks. However, there are devices that are not subject to billing in our environment, such as PCs, phones, and printers.

Which other solutions did I evaluate?

We did look at other solutions. We looked at PRTG's newer solution and HPE's native solution. We went with Auvik because of the network mapping and its ease of use. I also have experience using it from a previous job.

What other advice do I have?

When you are stuck, I would recommend using Auvik support or their professional services,

which are very good. It makes life so much easier.

Auvik TrafficInsights shows us network bandwidth usage without the need for expensive, in-line traffic decryption, but this is not critical for us.

In the network monitoring world, the solution is 10 out of 10. It is the best.

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