



N-CENTRAL®: THE ALL-IN-ONE SOLUTION FOR MONITORING, MANAGEMENT AND SUPPORT

A SolarWinds N-able Application Note

All-in-one software platform for delivering better IT service, N-central provides powerful NOC and help desk tools to monitor, manage and support your customers' IT infrastructure — no matter what their needs might be. First, N-central makes remote monitoring and management simpler and more cost-effective by giving MSPs and IT service providers an easy-to-use platform that automates the delivery and maintenance of their services, including security, backup, antivirus and patching. And with a wide range of tools to help troubleshoot, resolve and update support tickets faster, N-central also makes it easier than ever to run a profitable and successful help desk.

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MONITOR. MANAGE. SUPPORT

A remote monitoring and management (RMM) solution can help managed service providers (MSPs) save time and money by automating the setup and maintenance of a customer's systems and devices. The most successful MSPs, however, must do more than just manage the customer's environment — they also need to deliver fast and effective support to resolve the customer's IT issues.

Only N-central from SolarWinds N-able provides all three elements — monitoring, management and support — in a single, easy-to-use platform. Whether you've struggled to provide support to your customers in the past or are looking for new tools to run a more responsive and efficient help desk, N-central can help you deliver better IT service. given it the tools, attention and services required for optimal success and business growth.

MONITOR: Proactively identify potential problems

N-central offers a centralized monitoring console to help you stay on top of activity across servers, networks, desktops and the cloud — making it easy to know exactly what is happening at each customer's site. You can also configure alerts indicating when resource thresholds have been reached on specific systems and devices, allowing you to proactively identify and resolve issues before they become serious problems.

You can also take advantage of N-central's automatic discovery feature, which instantly detects new customer devices and adds them to the N-central network so they can be monitored — making the onboarding of new customers and equipment easier than ever.

FASTER TICKET RESOLUTION



When a forward-thinking U.S. MSP had the opportunity to beta test N-central 10, it quickly signed up. In addition to liking the look and feel of the new user interface, including being able to see all device information on a single page, the MSP is experiencing faster ticket resolution on reactive tickets through use of the new direct support tool. And the customer experience is also improved because the MSP's technicians can now perform critical fixes behind-the-scenes — without interrupting the end user.

MANAGE: Onboard customers automatically

N-central unifies all the tools used by an MSP — security, backup, antivirus, patching, reporting, remote control and more — to make day-to-day management easier and more cost-effective.

Drag-and-drop automation that requires no previous programming knowledge is at the heart of N-central's management functions:

- » **Onboarding:** Automatic onboarding and software deployment greatly streamlines the setup process for both new customers and new devices.
- » **Maintenance:** N-central makes it possible to automate almost any routine task, minimizing labour costs and proactively resolving common IT headaches.
- » **Reporting:** Show the value of the services you provide by providing customers automatically generated reports on the health of their network and the results you've achieved.

SUPPORT: Resolve issues faster

N-central offers three ways to help you support customers faster:

- » **At-a-glance troubleshooting:** Every device gets its own easy-to-navigate dashboard to make troubleshooting faster than ever. You see a complete view of each device, including details on active issues and tickets, CPU/RAM and hard disk usage, running services, warranty information and more.
- » **Invisible, seamless support:** With N-central, you don't have to remotely control a workstation (and interrupt the end user) to handle simple support tasks. From a single screen, you can control services and processes, add printers, reset passwords, run command prompts, start applications, edit registries and more — all in the background and completely invisible to the user for faster problem resolution and a better customer experience.
- » **Automatically updated tickets:** Featuring deep integration with professional services automation (PSA) systems, N-central automatically tracks the actions performed on a device so they can be added to the relevant support ticket. Rather than spending valuable time noting each step in the process, you can focus on the task at hand — allowing you to resolve issues faster and ensure billing accuracy.

THE TIMESAVER

Our MSP partners can't say enough about the N-central platform's ability to save time on common tickets by erasing the need to launch remote control sessions or wait for user responses. One MSP estimates that at least 50 percent of the IT issues it faces can now be resolved without remote control — while another says "we can solve a ticket in 15–20 seconds that used to take us three to five minutes."



SIMPLIFIED DELIVERY, DEEPER INSIGHTS

By enabling automated customer onboarding, proactive device management and faster ticket resolution, N-central does more than just simplify IT service delivery — it also helps you save time and money, ultimately making you and your business more successful.

In addition, by being able to provide the full range of monitoring, management and support, you get much deeper insights into your customers' networks and devices. This allows you to respond more efficiently to your customers' needs — and secure your place as the trusted advisor needed by small- and medium-sized businesses.

ABOUT SOLARWINDS N-ABLE

SolarWinds N-able is the global leading provider of complete IT management, Automation, and MSP business transformation solutions. N-able's award-winning N-central® is the industry's #1 RMM and MSP Service Automation Platform. N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. N-central is backed by the most comprehensive business

enablement support services available today and the industry's only Freemium licensing model. Thousands of MSPs use N-able solutions to deliver scalable, flexible, profitable managed services to over 100,000 SMBs worldwide. With offices in North America, the Netherlands and Australia, N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft®, Intel®, IBM®, CA®, and Cisco® among others.

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