



Growing MSP Uncovers Huge Service Efficiencies With Network Infrastructure RMM



Network Doctor is a growing managed services provider (MSP) focused on providing a “white glove” level of service to its 80 clients.

“One of our main goals is to be proactive to help our clients maintain the highest possible amount of uptime,” says Andrew Kropf, who heads up the company’s network and data center operations, including all of Network Doctor’s cloud offerings.

“Success for us means as few unpredicted problems as possible, no failures we didn’t get an alert on, no services stopped, no impact to users.”

ANDREW KROPF
INFRASTRUCTURE & SOLUTIONS MANAGER
NETWORK DOCTOR



Network Doctor’s existing network monitoring tool wasn’t up to the task.

“Our previous solution wasn’t telling us about new equipment being added to the network so we weren’t fully up to date on the client’s environment, and we couldn’t see what was connected where,” says Andrew. “It wasn’t doing discovery or initial auditing. Onboarding took a lot of time because we had to physically find the equipment. We also had to manually input all the inventory into ConnectWise, our PSA tool, once we found it.”

That’s when Andrew discovered Auvik.

“Our decision to purchase Auvik was an easy one because it offered a lot of functionality that we had been looking for for a while,” he says.

FAST, EASY IMPLEMENTATION

Network Doctor needed to rip out its existing monitoring tool and replace it with Auvik across its client base. A daunting task? Not at all, thanks to Auvik's fast, easy deployment.

"Any time you're making a big change, you're always concerned about causing any disruption or impact to the client or your system. That wasn't the case with Auvik," says Andrew.

"It was seamless, it was quick, and we were able to act on the information immediately, providing new information to clients that we didn't have previously. It was a very easy implementation. **The whole process of rolling Auvik out only took 2 weeks.**"

DRAMATICALLY FASTER TROUBLESHOOTING

Ryan Contompasis is a managed solutions engineer at Network Doctor. He uses Auvik every day to manage the client networks under his care.

"One of the biggest challenges we face day to day is trying to narrow down where a network fails," says Ryan.

"Say, if a firewall goes down, we didn't know which firewall went down. Or if a switch went down, we don't know which switch. Auvik helps us pinpoint where a network is going down and how we can bring it back up to fix it."

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MANAGED SOLUTIONS ENGINEER
NETWORK DOCTOR



Andrew adds that Auvik has drastically cut down Network Doctor's ticket resolution time.

"Auvik really helps us, especially our remote service team, when we're trying to diagnose an issue. With Auvik, anybody in our office can quickly see a network map and understand how any piece of equipment at any client is connected," he says.

"That can be what iPhone is connected to what access point, or what PC is connected to what switch. Even if we're trying to troubleshoot a bad cable or a bad link, we can do that with Auvik."

Ryan shares an example of how Auvik helped the team solve a client problem—fast.

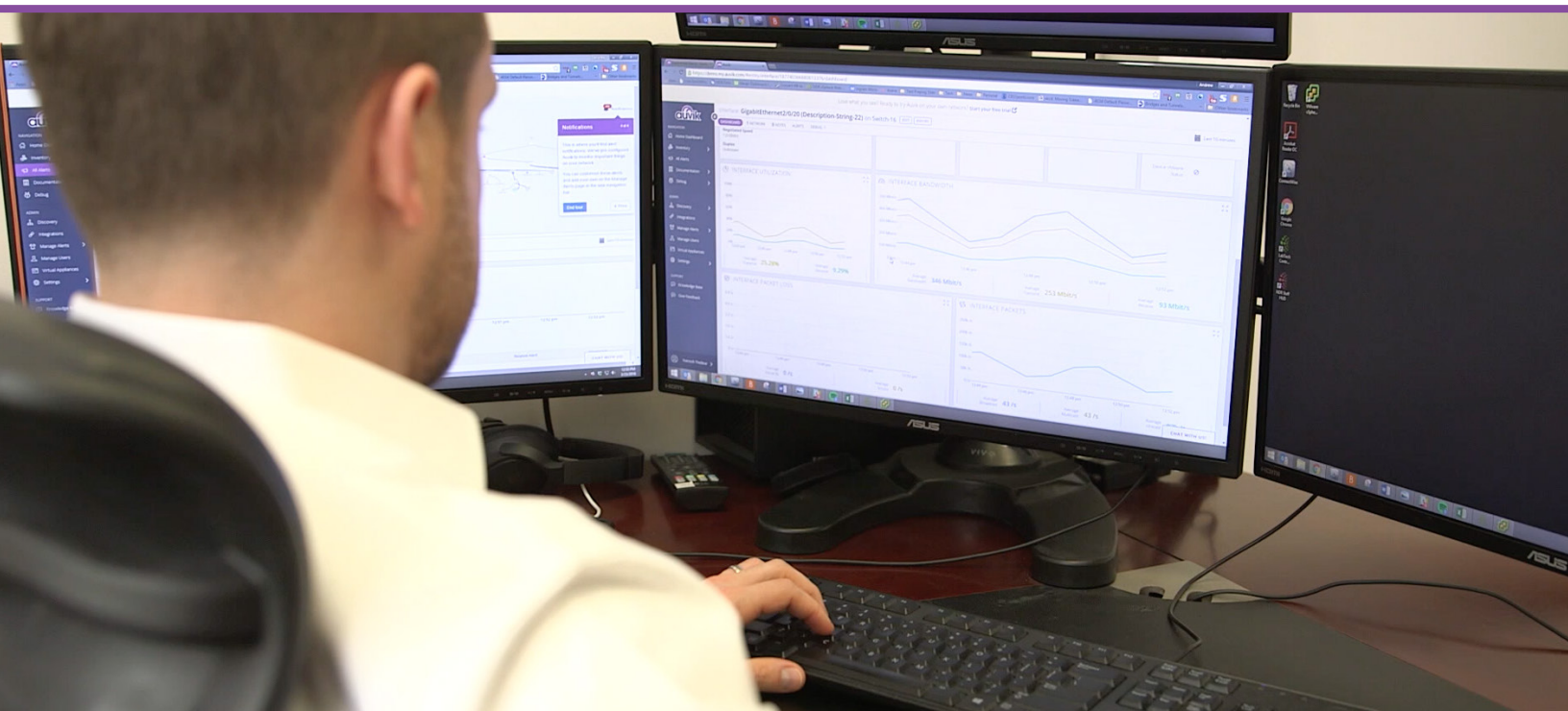
“One of our clients was having issues with their ISP—or that’s what we initially thought,” says Ryan.

“Using Auvik, we quickly narrowed down where the packet loss was occurring and it turned out to be a faulty firewall. We then used Auvik to look through the firewall configuration to see where the actual problem was occurring.”

RYAN CONTOMPASIS
MANAGED SOLUTIONS ENGINEER
NETWORK DOCTOR



“It was a hardware problem so we had to go on-site but the technician knew exactly what he had to do when he got there. Before, he would probably have spent a ton of time doing diagnostics on-site before he even got to fixing the problem. Thanks to Auvik, he was in and out again, and the client was back up and running quickly.”



DRAMATICALLY FASTER ONBOARDING

Prior to using Auvik, Network Doctor had to perform network inventory and assessments at the client's site by manually tracing wires, hunting for hidden devices, and querying devices through their CLIs. Then all of that information had to be entered by hand into ConnectWise. Auvik changed all that.

"Auvik syncs with our PSA, which is ConnectWise. And that allows us to get a lot of information from the client's environment. It allows us to sync our tickets and configurations."

"Since using Auvik for our onboarding process, it's taken a lot of what was a manual process and automated it. It has cut our onboarding time by at least 75%."

ANDREW KROPP
INFRASTRUCTURE & SOLUTIONS MANAGER
NETWORK DOCTOR



BETTER VISIBILITY AND CONTROL

Ryan adds that Auvik's real-time network discovery, network mapping, and port mapping have had other positive effects in addition to slashing onboarding time.

"We have better visibility and control [of the network], and it helps us get organized with everything that's changing," says Ryan.

"If clients are adding things to the network without telling us, we know about it. We know when it's added and we can get full configuration and statistics for that device. That means better knowledge of the client's environment without going on-site. Auvik ensures we're never caught flat-footed."

EFFICIENCY AND THE WAY FORWARD

Network Doctor's goals over the next 12 months are to create efficiencies and improve on process. Auvik is playing a key role in reaching those goals.

"With Auvik, we've become more proactive and are able to react faster," says Andrew. "Auvik helps us be more efficient by eliminating a lot of excess chatter from our reports, and giving us actionable information—and only specific information that we want."

"If you're looking for a network monitoring tool, I would strongly recommend looking at Auvik based on the time you'll save and the greater efficiency you'll achieve."

ANDREW KROPF
INFRASTRUCTURE & SOLUTIONS MANAGER
NETWORK DOCTOR

A photograph of a glass wall with the Network Doctor logo. The logo consists of a cluster of red circles of varying sizes on the left, and the words "networkdoctor" in a bold, dark blue, sans-serif font on the right. The background is a blurred office interior.

networkdoctor