

Axians supports customers with Kaseya Traverse Monitoring Solution

Network specialists unburdened thanks to Kaseya Traverse

Axians – part of VINCI Energies – designs, realizes, and manages ICT infrastructures for customers. The company provides tailor-made software, hardware and services for a variety of markets with expertise in business applications, cloud services, network solutions and management, and technical software engineering. This broad selection of services is delivered to customers from a variety of offices in the Netherlands. The Utrecht-based office specializes in network technology, management and security. And that is where Kaseya Traverse successfully comes in as a monitoring solution.

“We’re very active in the network field, and focused on the product portfolios of Cisco, Aruba (HP) and Avaya,” says René van Ling, manager, Operations and Services. “In addition, we provide a variety of services, varying from installation to day-to-day management. Over the past few years the importance of a highly available, trustworthy network has increased. Nowadays, 24x7 support is a standard, expected service to an increasing number of companies.”

Increased Complexity

Up until two years ago, Axians used its own home-made solution to perform network monitoring of customer devices. “The maintenance of this solution – especially keeping every device we have to monitor up-to-date – became more time consuming and costly,” says Nick Smit, service manager at Axians. “Networks became more and more complex, and having to keep up with every development was costing us a lot of time and resources. That was the reason we decided to explore the market to find a standard solution that met our requirements.”

Finding a Solution

Axians explored a number of potential platforms. In addition to standard requirements, such as supporting SNMP, the company particularly paid attention to components that could be monitored with a product like Traverse. “We’re dealing with a wide selection of networks, including both data communication as well as telephone equipment. In this case, it is important that your network monitoring application covers all of the supporting components. Kaseya Traverse gave us that type of cover. We were also dead-set on a multi-tenant environment that allows us to follow all of our customers in just one view. Scalability was a critical issue, as well. We wanted to be able to support future growth.”

The Advantages of Traverse

Out of all solutions Axians explored, Traverse best matched what the company was looking for. Smit and van Ling consider the quick customer implementation, scalability, user friendliness and extensive device support to be the solution’s top advantages.

van Ling: “Onboarding a customer used to take up a lot of time. Now – thanks to Kaseya’s cloud technology – we’ve reduced this process to a short five days. We can now also offer our customers a variety of service levels, from simple alerts to a more complete solution, which entails solving disruptions on-site. Additionally, Kaseya’s cloud approach gives us peace of mind that we don’t have to worry about scalability. The number of supported devices is extensive, allowing us to offer our customers great service.” Smit also points out the user friendliness of Traverse as another primary benefit. “Learning to use Traverse is extremely intuitive. An administrator can quickly and easily adapt to the platform, and operate it with ease. Choosing Traverse has been the right decision.”



axians

Kaseya Customer

Axians – ICT service provider
www.axians.nl

Business Challenge

- Customers were becoming more dependent on well-functioning networks
- Home-made, tailor-made network monitoring solutions are costly in regard to development and maintenance

Solution

Kaseya Traverse

Benefits

- Complete multi-tenant environment
- Excellent scalability thanks to cloud delivery model
- Extremely user-friendly and easy to implement
- Extensive support of a variety of network devices

TRAVERSE[™]
by Kaseya

Internet of Things

In addition, Smit and van Ling emphasize the importance of optimal monitoring to meet the challenges surrounding increased demand for 24x7 monitoring and the growing amount of devices linked to corporate networks. “Just think of the Internet of Things, a trend that is causing an explosive growth in the number of network devices. Today, organizations are more dependent on their data, which means there even greater requirements for security and network availability. Kaseya Traverse takes care of this.”

IT Complete

Traverse is a part of Kaseya’s IT Complete platform, which anticipates the changing needs of MSPs. It is the first and only unified MSP growth platform, which allows MSPs to set themselves apart on the market, grow and accelerate their businesses, and expand their role of customer consultant and partner.

“Kaseya Traverse gives us a state-of-the art network monitoring solution with high scalability, user-friendliness and quick implementation.”

René van Ling

Manager Operations and Services
Axians

ABOUT TRAVERSE

Traverse is a next-generation monitoring solution from Kaseya, a global software solution provider with over 10,000 customers globally. Traverse’s patented technology offers a distributed, scalable monitoring platform with rich data analytics and unified cloud & network management. Traverse allows enterprises and Managed Service Providers to optimize their IT operations with faster mean time to resolution for slow or failed IT services within their infrastructure. Customers leveraging Traverse include the Fortune 100 as well as small-sized and medium-sized businesses worldwide. For more information, visit www.traverse-monitoring.com

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