

Network Management

A Fully-Managed Extension of Splice RMM
Network Management by Auvik



Splice's Remote Network Monitoring and Management solution (RMM) , combines our 24 x 7 x 365 team of certified technicians with the powerful and robust Auvik monitoring software. The Splice - Auvik integration provides our clients with a complete network management solution, providing 24x7 monitoring, proactive troubleshooting, issue remediation and robust reporting.

SUPPORT ENTIRE NETWORKS, NOT JUST ENDPOINTS

Splice's Network Infrastructure Management empowers our team and our clients to capture a greater view of the environments we are supporting. We can extend our support capabilities beyond traditional endpoint management to support routers, switches, firewalls, Wi-Fi controllers, Wireless Access points and more. The Splice-Auvik solution greatly simplifies network management by combining a powerful software solution with a simplified user interface, real-time network mapping capabilities as well as a multitude of customizable features, benefits and key performance indicators (KPIs).

SCALE with a FULLY-MANAGED SOLUTION

With Splice's Network Monitoring solution, our technicians monitor and remediate nearly all critical and actionable alerts — representing up to 65% of all network alert traffic — and will filter remaining alerts so you'll only be notified when an action is actually needed. You'll have far fewer alerts to deal with, and you won't have to hire specialists or network engineers to manage the tool.

CENTRALIZED MONITORING and MANAGEMENT of NETWORKS and ENDPOINTS

The Splice-Auvik integration empowers our technicians to manage alerts and tickets for all endpoints and networks from one portal, and single-source billing from Splice simplifies the payment process and helps save you valuable time. Our clients have also access to our robust portal and reporting offering to review network statistics and details as required and in real time.

Network Management



FEATURES OVERVIEW

NETWORK TOPOLOGY

AUTOMATED NETWORK MAPPING

In minutes, see a complete map of your physical and logical topologies.

AUTOMATED INVENTORY

Have a profile for every device on your network at your fingertips.

NETWORK DOCUMENTATION

Instantly know how everything on your network is connected.

IP ADDRESS MANAGEMENT

Get an automatic list of all the IP addresses you're currently using and which devices are using them.

MAP SEARCH & FILTER

Quickly find and visually isolate any part of your network.

MAP EXPORT

Print any map view to PDF for easy sharing or storage.

NETWORK MONITORING

ALERTS & NOTIFICATIONS

Stay on top of important events on your network with both preconfigured and customizable alerting.

SERVICE MONITORING

Inventory and monitor the services running on nearly any device on your network.

CONTEXT – AWARE DATA

Get relevant and actionable information tailored to each device type.

RICH STATISTICS

Understand and improve the stability of your network with usage and health stats.

LIVE & HISTORIC DATA

View network performance as it happens with 60-second polling or dive into detailed logs.

NETFLOW DATA & ANALYTICS

Gain real-time visibility into network traffic. Powered by Kentik.

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FEATURES OVERVIEW

REMOTE MANAGEMENT

IN-APP TERMINAL

Secure accessibility for any Telnet or SSH-enabled device on the network — from anywhere.

PASSWORD MANAGEMENT

Customizable password and credential management for all client software and devices.

USER and CREDENTIAL MANAGEMENT

REMOTE BROWSER

Ability to log into any device's web interface directly from the Splice dashboard.

TWO – FACTOR AUTHENTICATION

An added layer of security for any technician or designated client staff for accessing mission critical devices, software or pre-determined actions

TROUBLESHOOTING

NETWORK EVIDENCE

Ability to instantly any device on the network.

CONTEXT – AWARE DATA

All technical debugging data required , collected in one easy-to-access location.

CONFIGURATION MANAGEMENT

Detailed management of all configuration information including documentation of all configurations and back up schedules.

LIVE & HISTORIC DATA

Instant restorable configurations from previous version history.

NETFLOW DATA & ANALYTICS

Monthly, quarterly and annual analysis and recommendations for improving the performance and stability of the client's network.

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SPLICE NOC SUPPORT

The Splice NOC will notify the client of issues, perform remote troubleshooting, and restart devices when needed. All monitoring tickets will be integrated into and available in the Splice portal. Splice's NOC will remediate almost all critical alerts (~65% of all network alerts) and filter the remaining alerts so you see only the ones that require action by you.

7 Critical Alerts will be managed by the NOC:

- HIGH BROADCAST TRAFFIC
- HIGH MEMORY UTILIZATION
- HIGH CPU UTILIZATION
- HIGH INTERFACE UTILIZATION
- PACKET DISCARD (s)
- PACKET ERROR (s)
- CONFIGURATION BACK

Alert parameters and escalations processes are completely customizable based on our clients technology or business requirements



Learn More

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