N-able by solarwinds

N-CENTRAL®:

THE ALL-IN-ONE SOLUTION FOR DELIVERING BETTER IT SERVICE

TABLE OF CONTENTS

1 .....Introducing N-central

3 .....What You Can Do With N-central

4 .....MONITOR: Proactively Identify Potential Problems

5 ..... Centralized Management Console

6 ..... Automatic Discovery

7 ..... Cuzomizable Alerts

8 .....MANAGE: Automatically Onboard, Maintain and Protect

9 ..... Automated Onboarding

10 ..... Automated Maintenance

11 ..... All the Tools Needed to Protect Your Customers

12 ..... Automated Reporting

13 .....SUPPORT: Resolve Issues Faster

14 ..... At-A-Glance Troubleshooting

15 ..... Invisible, Seamless Support

16 ..... Automatically Updated Tickets

17 ..... Deep PSA Integration

18 ..... Better Ticket Management

19 .....Running An Efficient Managed Services Business

20 .....Everything You Need to Get Up and Running

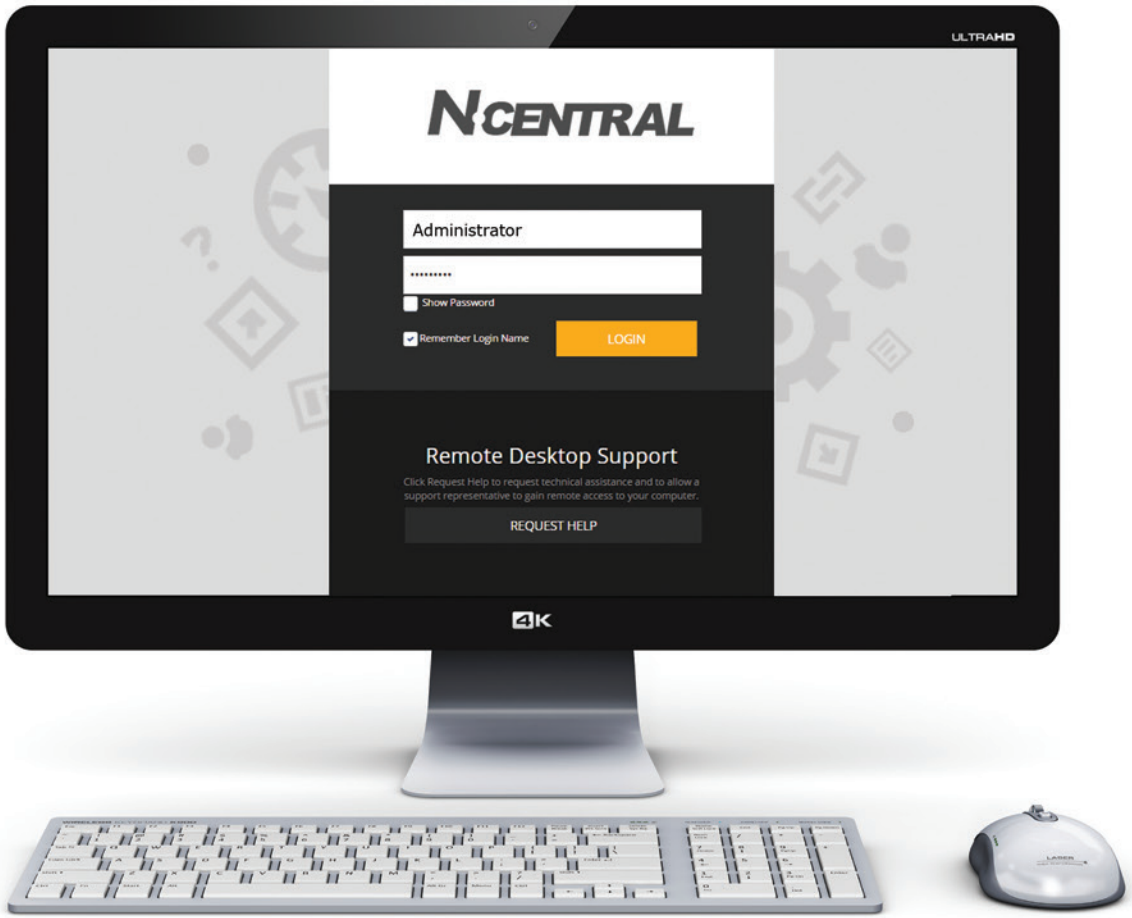
21 .....Simplified Delivery, Deeper Insights

INTRODUCING N-CENTRAL

Whether you're a small IT business or a large managed service provider (MSP), the right remote monitoring and management tools can save time and money by automating the onboarding, maintenance and protection of customers' systems and data.

But there's more to the job than just managing devices. MSPs should also be able to provide fast, reliable IT support to their customers whenever it's needed.

Only N-central offers all three elements – monitoring, management and support – in one easy-to-use platform to help you deliver better IT service.



WHAT YOU CAN DO WITH N-CENTRAL

N-central provides comprehensive NOC and help desk tools to monitor, manage and support your customers' IT infrastructure – no matter what their needs might be.

MONITOR

Track activity throughout all customer sites to proactively identify and address issues.

MANAGE

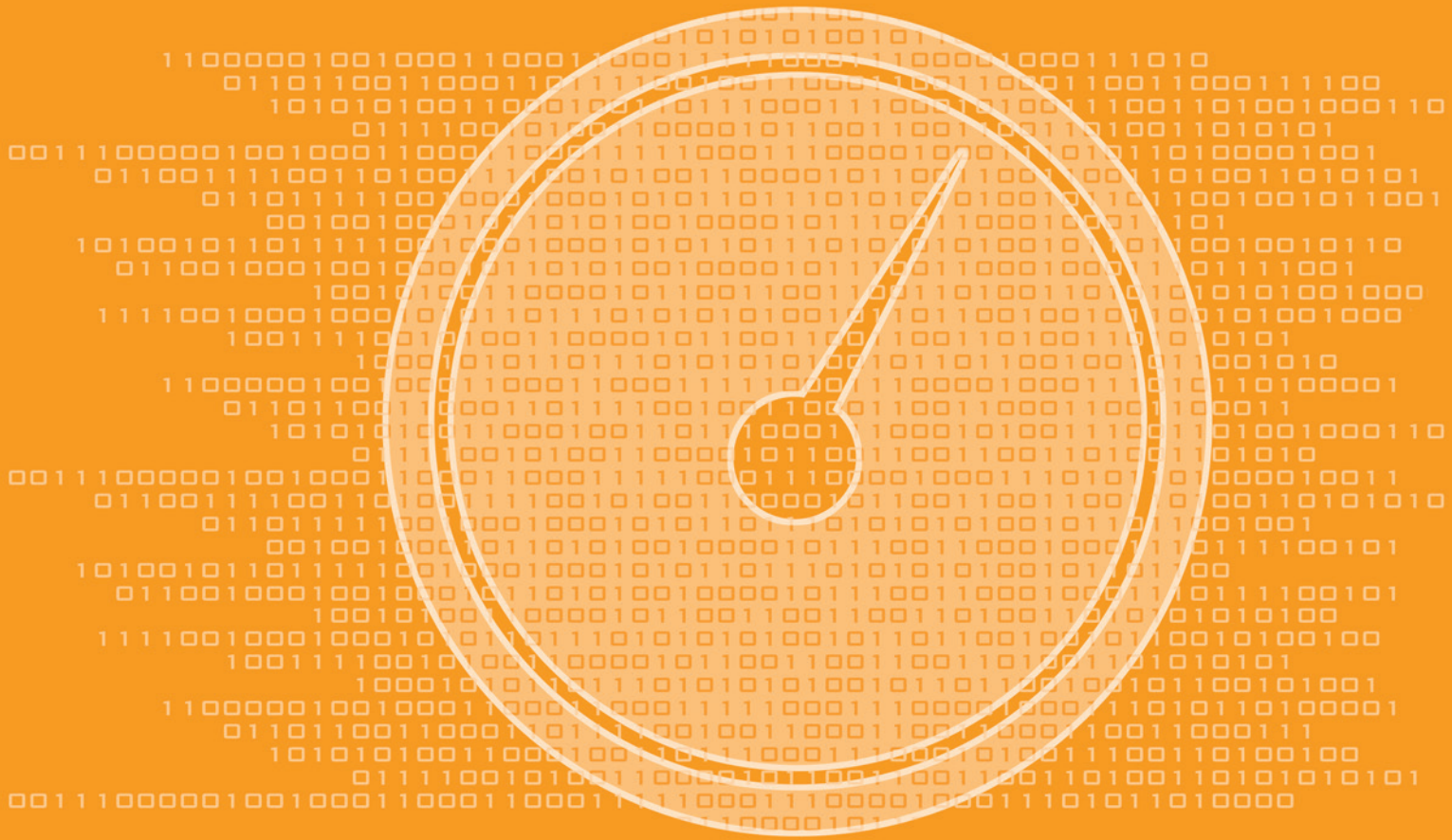
Automate the onboarding, maintenance and protection of customer devices and data.

SUPPORT

Troubleshoot, resolve and close your support tickets faster to run a more efficient help desk.

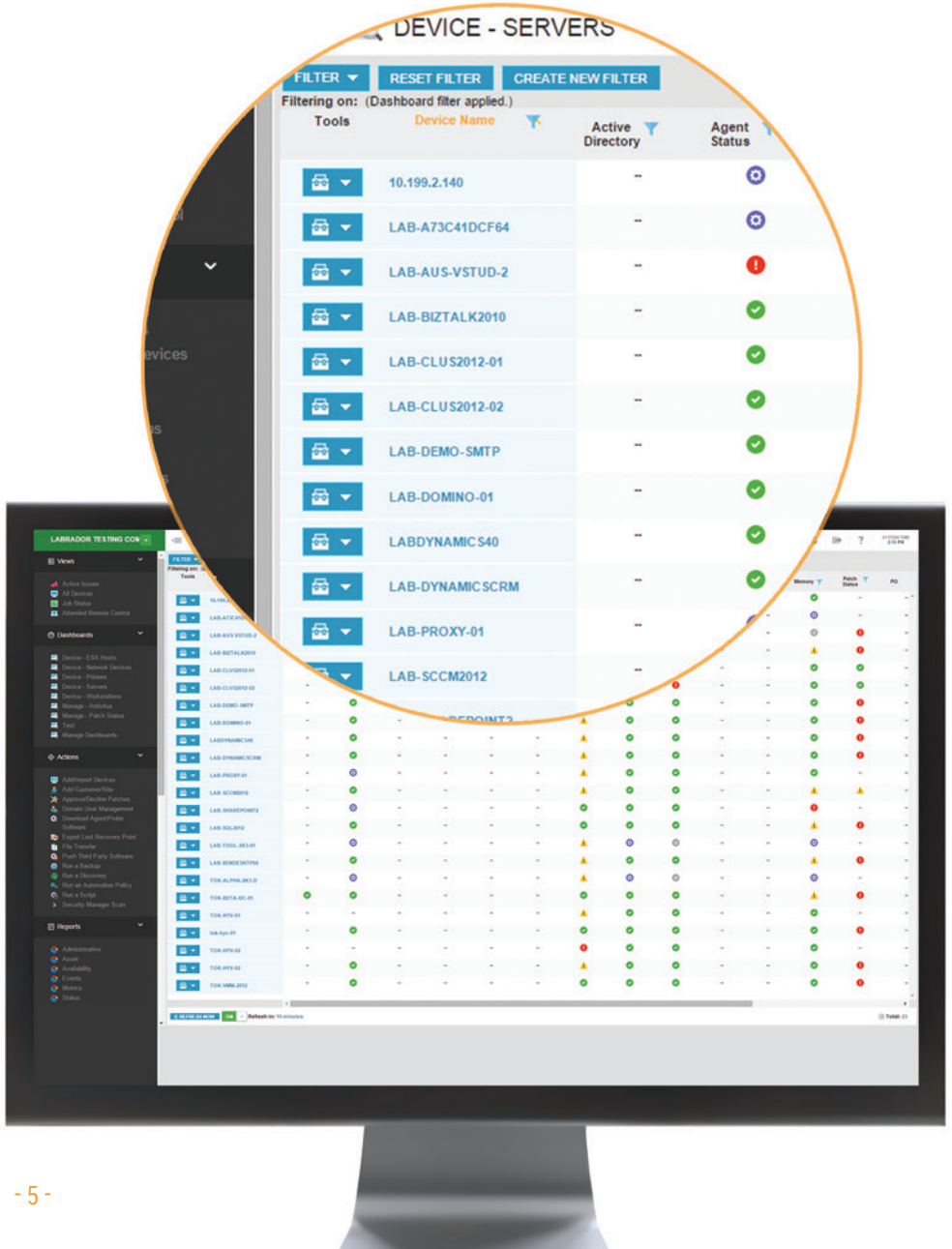
MONITOR

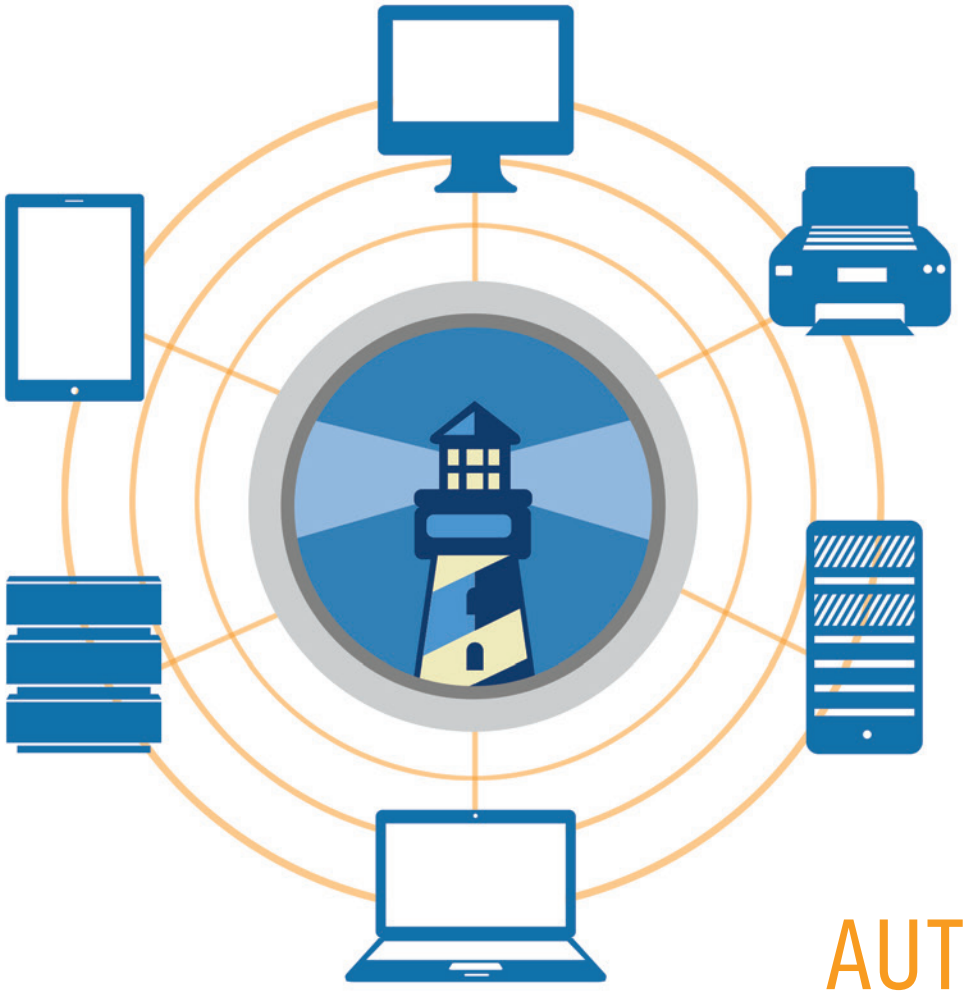
PROACTIVELY IDENTIFY POTENTIAL PROBLEMS.



CENTRALIZED MANAGEMENT CONSOLE

Stay on top of all activity across servers, desktops, network devices and cloud infra-structure – making it easy to know exactly what is happening at each customer's site.





AUTOMATIC DISCOVERY

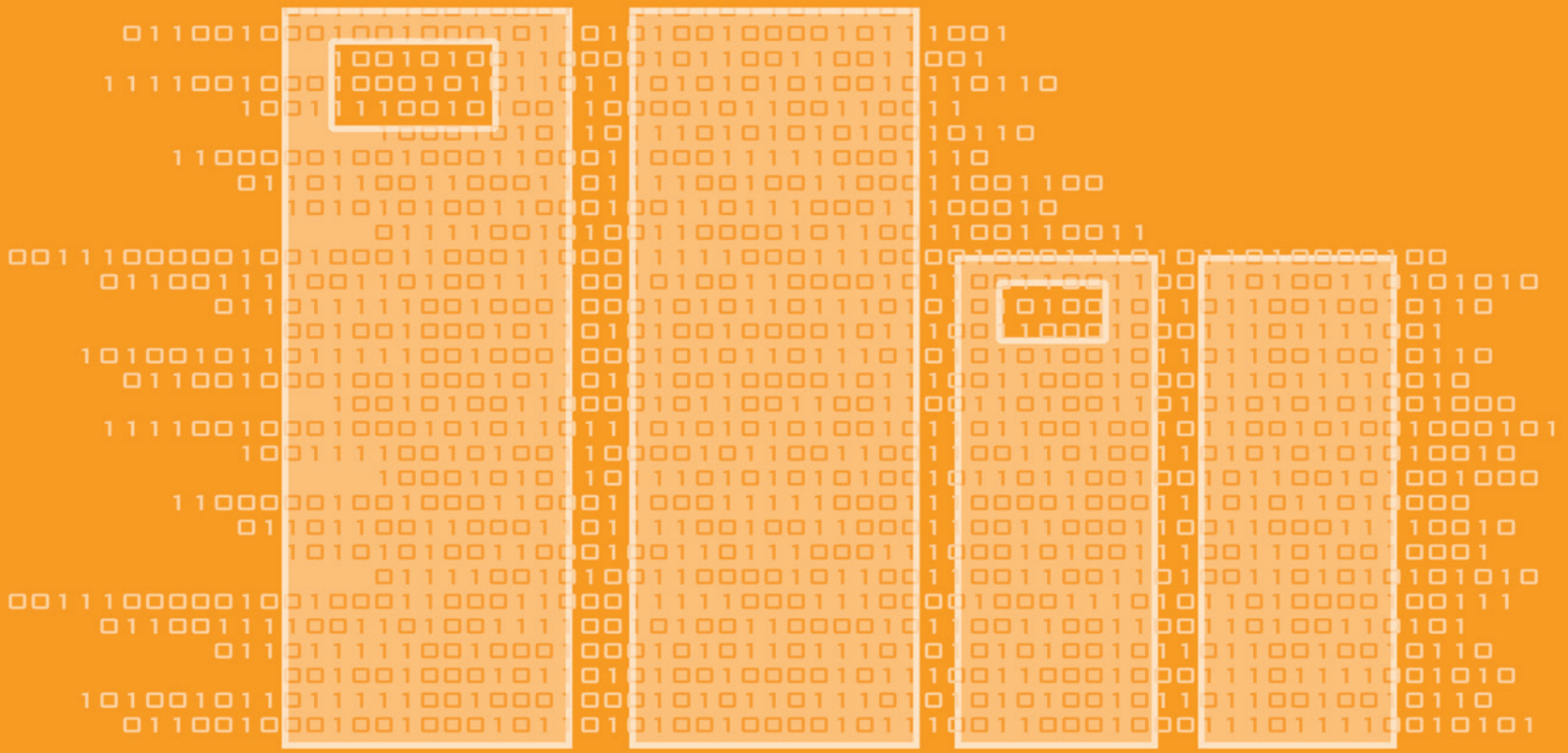
New devices are automatically detected and added to N-central software's monitoring list – making the onboarding of new customers and equipment easier than ever.

CUSTOMIZABLE ALERTS

Configure alerts indicating when resource thresholds (such as disk space or memory usage) have been reached on specific systems and devices – and proactively identify and resolve issues before they become serious problems for your customers.

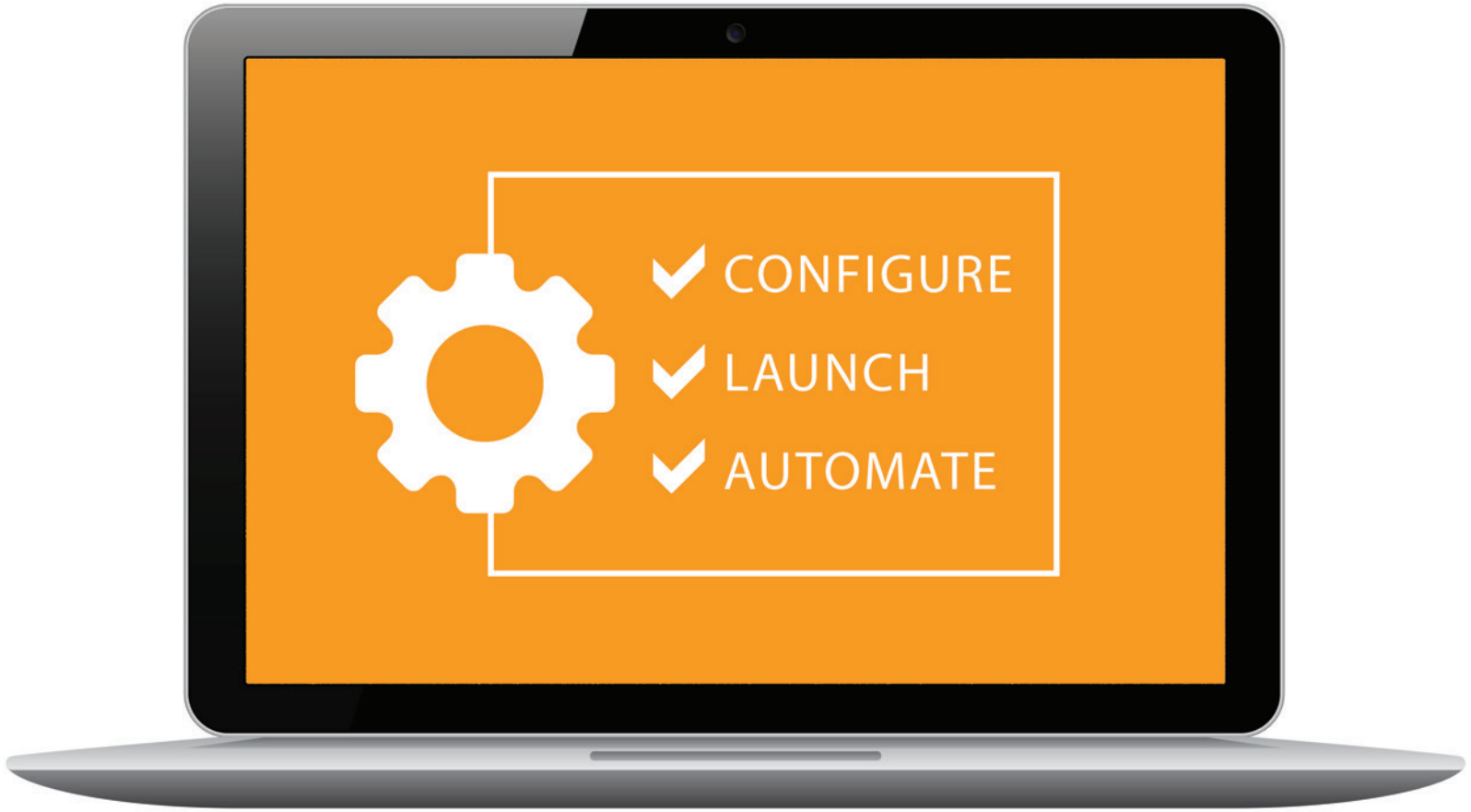
MANAGE

AUTOMATICALLY ONBOARD, MAINTAIN AND PROTECT.



AUTOMATED ONBOARDING

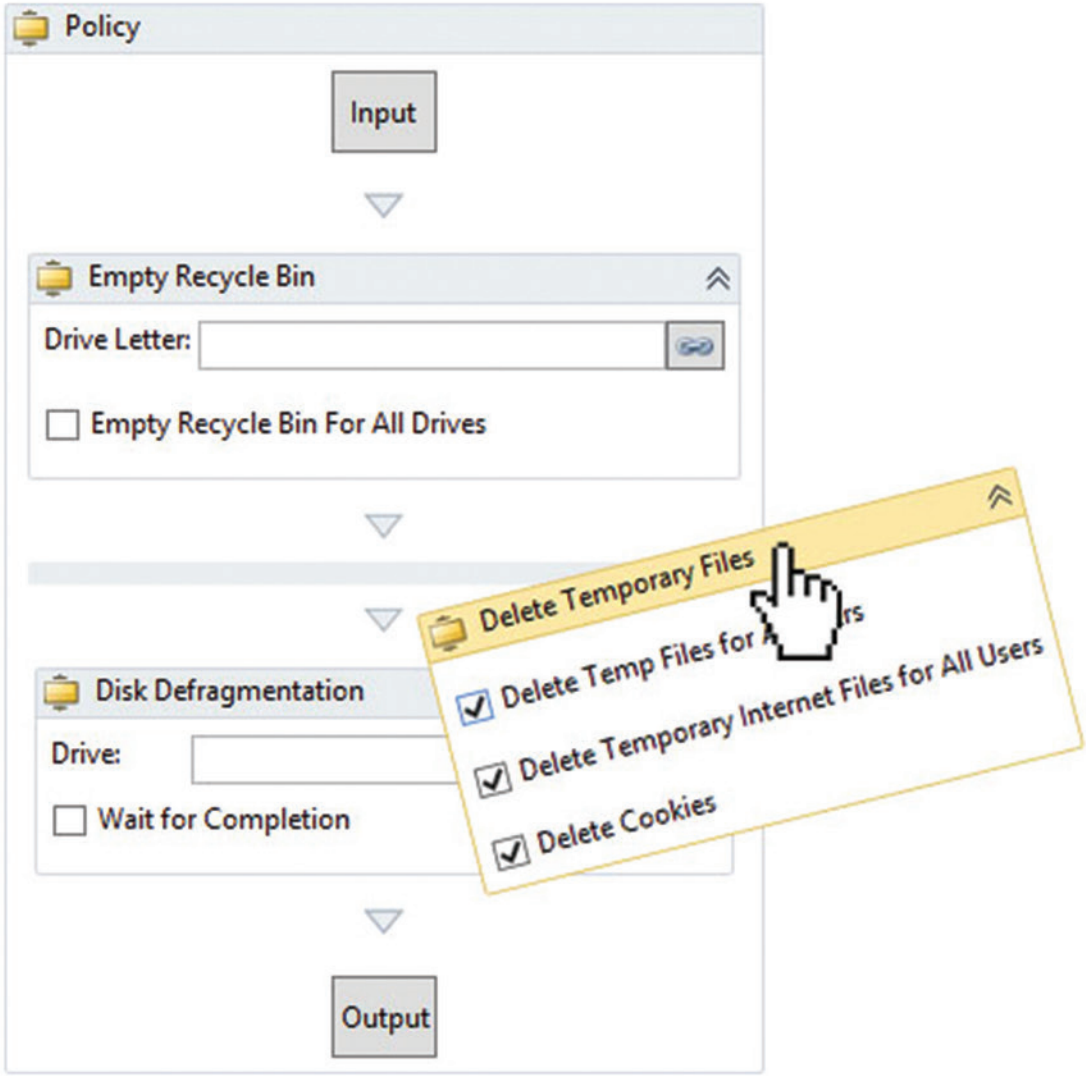
Automatic onboarding and software deployment greatly streamlines the setup process for both new customers and new devices.



AUTOMATED MAINTENANCE

Automate routine tasks, including self-healing processes (such as server reboots and diagnostics) that are triggered by pre-defined events or failures – minimizing your labour costs and proactively resolving common IT headaches without technician intervention.

Designed for all skill levels, a simple drag-and-drop interface allows you to automate almost anything without any prior programming experience. Advanced users, however, can go even deeper by inserting their own custom PowerShell® scripts.



ALL THE TOOLS NEEDED TO PROTECT YOUR CUSTOMERS

With an integrated suite of antivirus, patching and backup tools, N-central makes it possible to:

- Ensure customer devices are 100% protected by automatically deploying antivirus

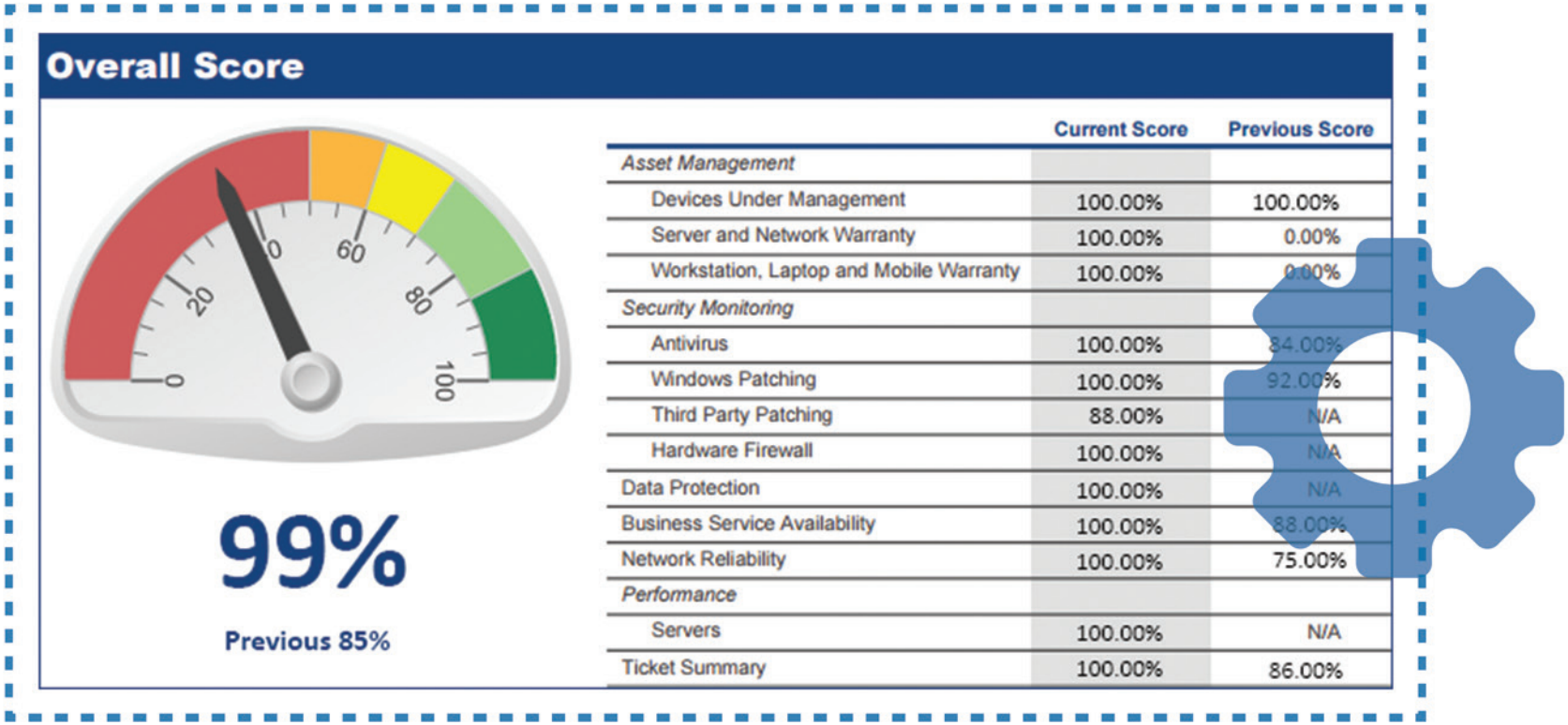
- Approve patches and updates in bulk for all devices across all customer sites

- Monitor and manage backups from one central console

The result? Day-to-day customer management suddenly becomes much easier and more cost-effective.

AUTOMATED REPORTING

Show the value of the services you deliver by providing customers with automatically generated reports on the health of their network and the results you've achieved. Plus, alerting your customers to the gaps in their existing security and backup processes can also lead to new upsell opportunities.



Overall Score

99%

Previous 85%

	Current Score	Previous Score
Asset Management		
Devices Under Management	100.00%	100.00%
Server and Network Warranty	100.00%	0.00%
Workstation, Laptop and Mobile Warranty	100.00%	0.00%
Security Monitoring		
Antivirus	100.00%	84.00%
Windows Patching	100.00%	92.00%
Third Party Patching	88.00%	N/A
Hardware Firewall	100.00%	N/A
Data Protection	100.00%	N/A
Business Service Availability	100.00%	88.00%
Network Reliability	100.00%	75.00%
Performance		
Servers	100.00%	N/A
Ticket Summary	100.00%	86.00%

SUPPORT

RESOLVE ISSUES FASTER.

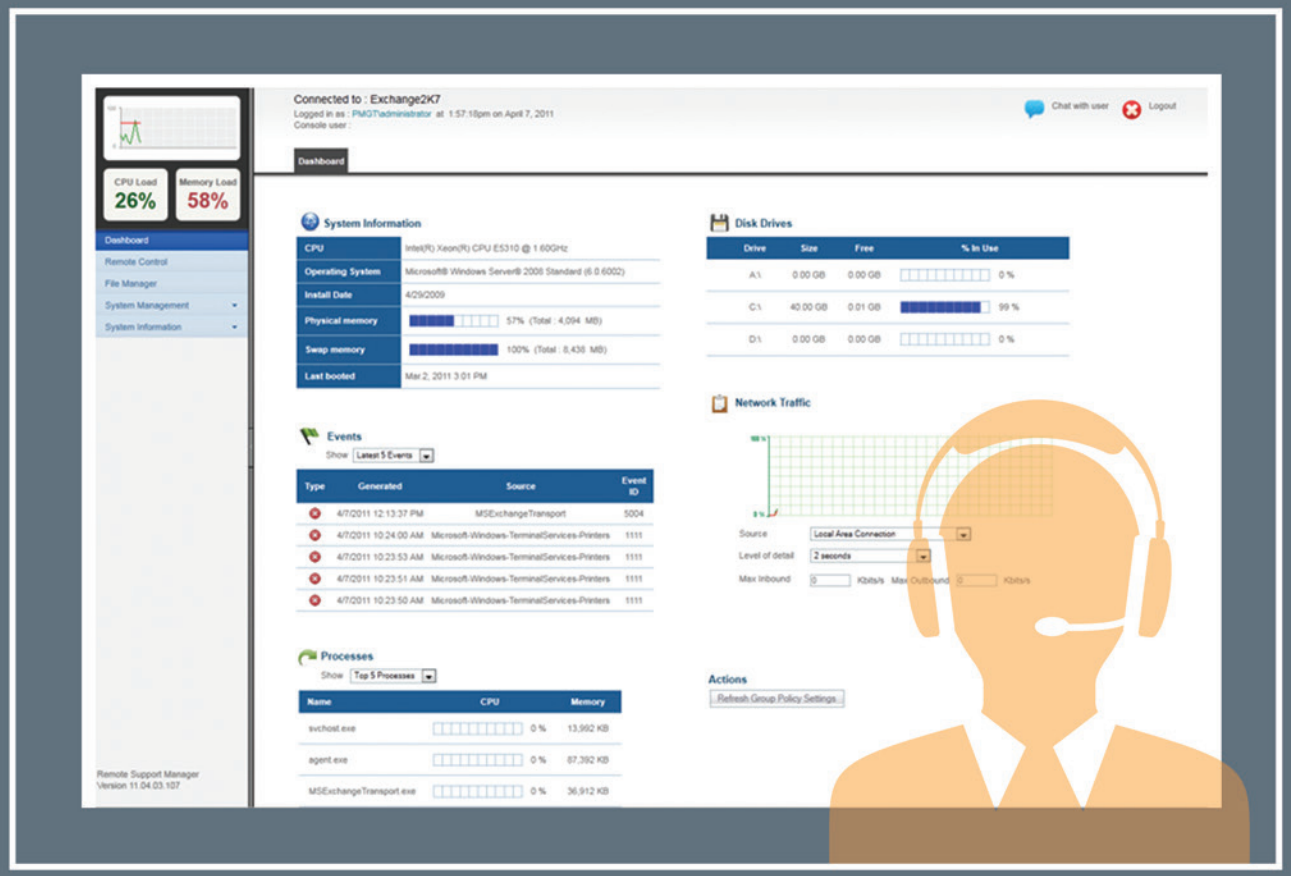
AT-A-GLANCE TROUBLESHOOTING

Every device gets its own easy-to-navigate dashboard to make troubleshooting faster than ever. You see a complete view of each device, including:

- Active issues
- Open support tickets
- Services affecting system performance
- CPU/RAM usage
- Hard disk usage
- Warranty information

The result? Day-to-day customer management suddenly becomes much easier and more cost-effective.

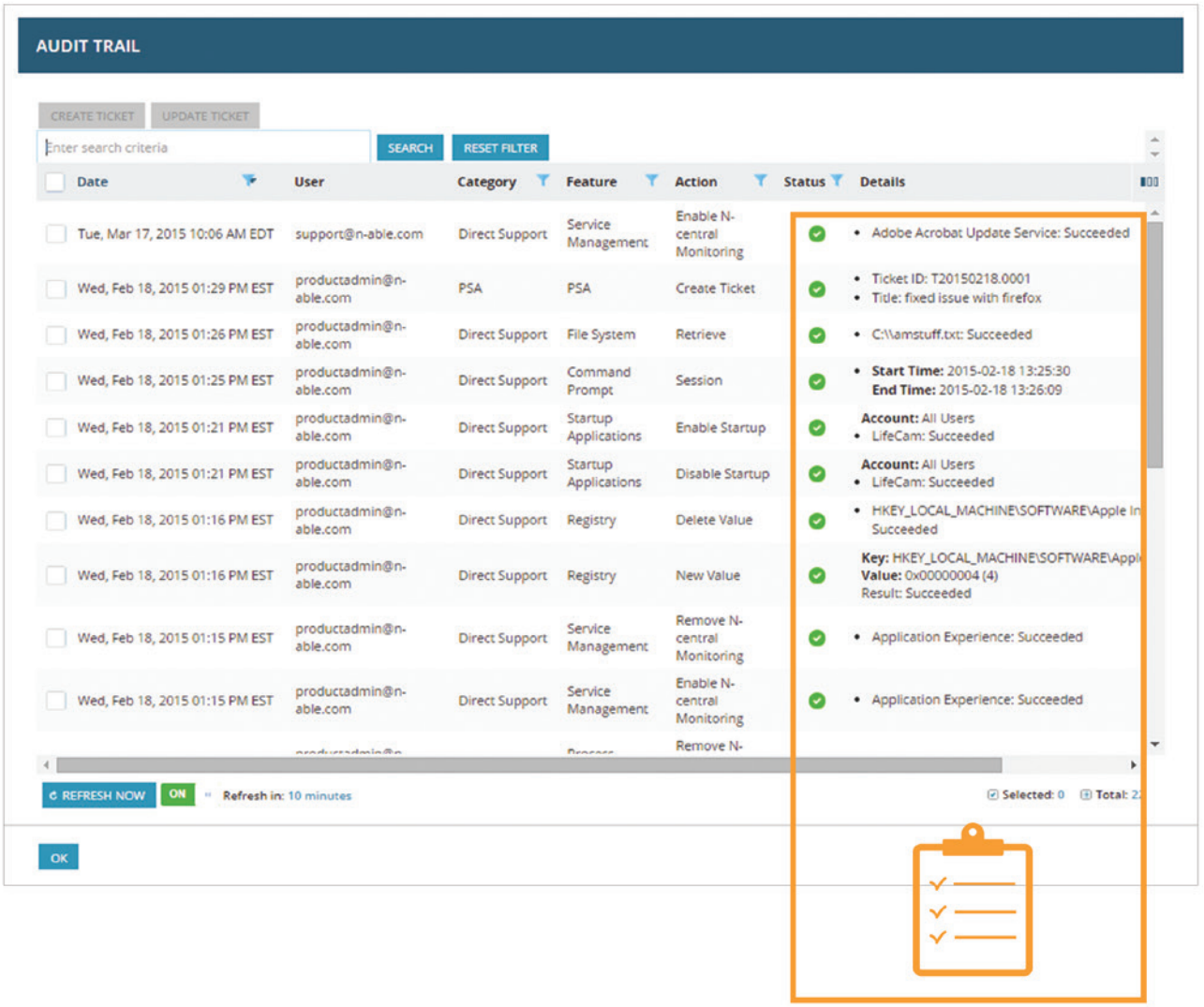
INVISIBLE, SEAMLESS SUPPORT



With N-central, you don't have to remotely control a workstation (and interrupt the end user) to handle common support tasks. From a single application, you can:

- Control services and processes
- Manage users, printers and applications
- Edit registries
- Execute command prompts

Everything's done in the back-ground, completely invisible to the end user – resulting in faster problem resolution and a better customer experience.



AUTOMATICALLY UPDATED TICKETS

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.

SDK

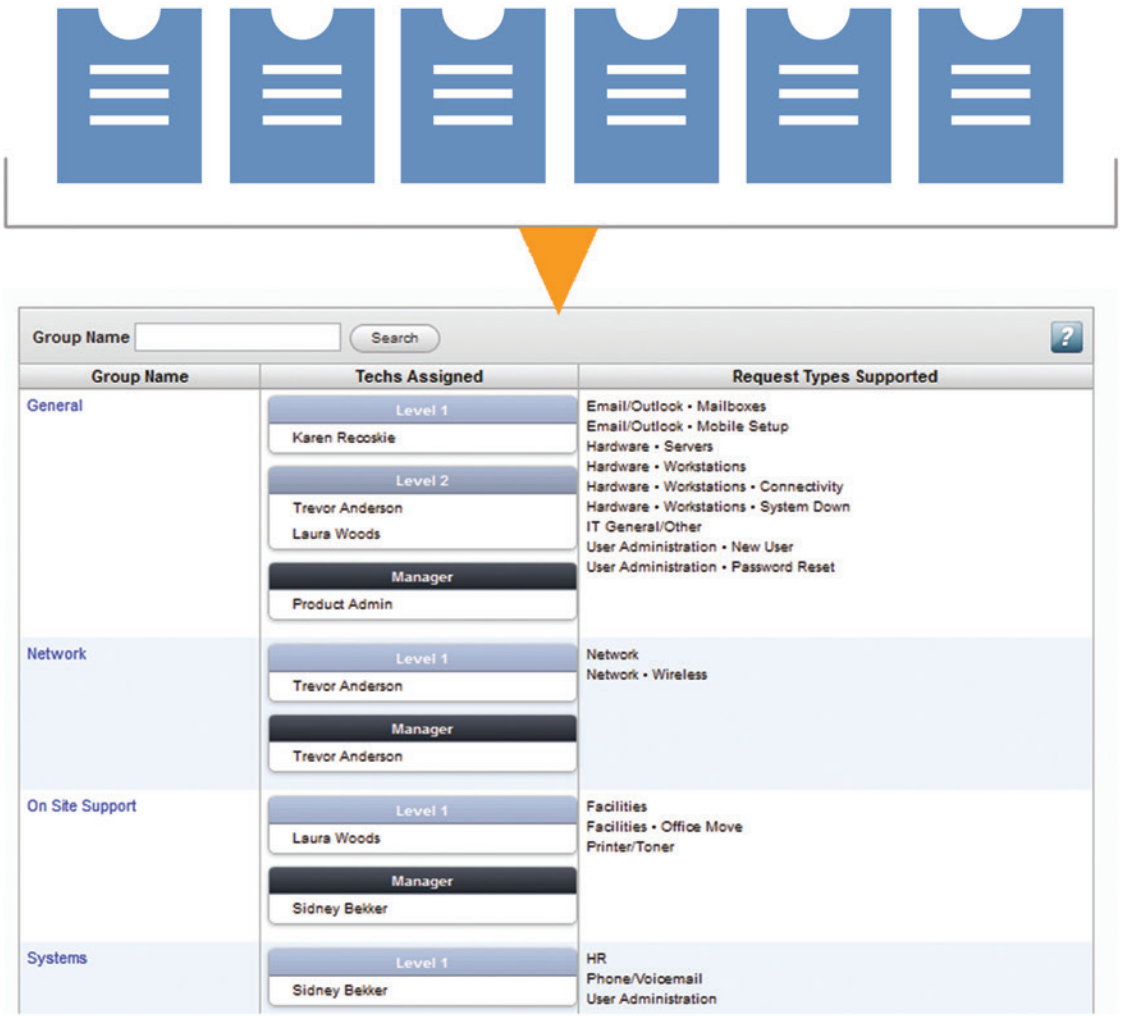
API

DEEP PSA INTEGRATION

N-central software is deeply integrated with popular professional services automation (PSA) platforms like Autotask®, ConnectWise® and Tigerpaw® – so you spend less time managing tickets and more time supporting your customers.

BETTER TICKET MANAGEMENT

Without access to the right software, trying to keep track of all your support tickets can be a daunting task. N-able Help Desk Manager ensures support tickets are delivered to the right people and escalated when necessary – meaning your customers always get the service they need.



RUNNING AN EFFICIENT MANAGED SERVICES BUSINESS

COMMITTED TO YOUR SUCCESS.

EVERYTHING YOU NEED TO GET UP AND RUNNING

Every N-able partner receives dedicated training and support to help them learn and get the most from N-central, including:

- Videos and documentation
- Marketing resources
- Business coaching and pricing strategies to help you go to market successfully

SIMPLIFIED DELIVERY, DEEPER INSIGHTS

By providing everything you need to monitor, manage and support your customers, 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.

Plus, with deeper insights into your customers' networks, you can respond more efficiently to their needs – and secure your place as their trusted IT advisor.

www.n-able.com

© 2015 N-able Technologies, Inc. All rights reserved.

N-able Technologies, Inc.'s trademarks, service marks, logos and copyrights are the exclusive property of N-able Technologies, Inc. and its affiliates. All other trademarks or works mentioned herein are used for identification purposes only and may be or are intellectual property of their respective companies. N-able Technologies and SolarWinds Worldwide, LLC are not affiliated with any of the respective companies.