



Solutions

Managed Services Monitoring

ObserveIT empowers Remote IT Vendors, VARs, and MSPs by auditing and tracking support activities

The Need:

By showing your customers exactly what transpires during each remote support login, you can improve trust, quantify SLA measurements, solve service outages faster and expand your overall offering

As a Value-Add Reseller or Managed Service Provider, your customers depend on you to keep their platforms up-and-running. But forcing them to trust you blindly creates a relationship of ambiguity and doubt. With ObserveIT recording every action that your staff performs on your customers' networks, you can eliminate the cloud of doubt that surrounds these remote sessions.

- ▶ Know who made each configuration change
- ▶ Demonstrate precise replay of actions
- ▶ Reduce time-to-repair

ObserveIT Benefits for IT Services Tracking

- ▶ **Accountability** – Spend less time pointing fingers and wondering who-did-what.
- ▶ **SLA validation** – With precise SLA response time and billable activity evidence, your customers will appreciate your efforts and will have confidence in your business reporting process
- ▶ **Fix customer outages faster** – Fix server outages fast by seeing the root-cause of error, not just the symptoms
- ▶ **Improved security** – A 'security camera' is the best way to deter unauthorized activities by your IT team
- ▶ **Decrease support costs** – Less resources are wasted searching through cryptic system logs

No more Fingerprinting: Eliminating doubt regarding who did what

You want to spend more time improving your customer offering (and less time playing the blame-game). With full clarity of every action that took place on your customers' servers, you can eliminate doubt immediately.

Imagine a situation where your remote support technician logs on to a customer server for routine maintenance, performs the task, and then logs off. An hour later, your customer calls you, alarmed by the fact that 50,000 records in their event transaction database have been deleted. You may know that the support tech did not do anything related to this issue, but how can you prove it, especially given the suspicious timing relationship? How can you be sure what he did while logged on?

With ObserveIT, all doubt is eliminated. Simply open the user diary, see a list of every file, application and resource that the tech used, and replay a video of the full session. You can even export reports and full video playback to deliver to your customer, or provide them with direct access to the reporting console.

'Security Cameras' – User visibility improves security and deterrence

Without user session recording, authorized users can do anything they want once they log on. But when remote users know that every action is being recorded, they are much less likely to be tempted into 'funny business'. Just like a video camera at a bank ATM, it may not physically prevent theft, but it stops 99% of potential attacks before they start, by promising swift capture to any policy violators.

In addition to the strong deterrent effect of user audit recordings, ObserveIT also provides real-time alerts about specific user activity, according to any policy rule you wish to track.

Generate precise SLA and billable hours reports

Most relationships between customers and outsource vendors are based on trust and experience. Support Level Agreements are a cornerstone of this trust. But achieving an accurate measurement of support response time is not always an easy task.

With ObserveIT, dates and times of support activity are no longer a vague guessing game. ObserveIT provides you with detailed reports showing every activity performed.

Reduce the time to repair

When a customer service outage occurs, the most important question to answer is "What happened on this server?" Change management tools may be able to show you 'deltas' of what config files or registry values were modified. But what caused those changes? Sometimes, a single checkbox in a user dialog box can trigger dozens of different changes in your system configuration.

ObserveIT takes you straight to the root cause of the problem. Replaying each user session that occurred on the problematic server will show you exactly what needs to be undone. Instead of spending time wondering what might have triggered these config changes, you can simply undo the steps that were taken.