

EV OBSERVE FOR MSPS: COMPREHENSIVE MONITORING SOLUTION

MSPs are constantly pressured to deliver superior service while managing costs. Traditional monitoring tools often fall short, focusing only on infrastructure and leaving a critical gap in verifying application performance when resolving issues which creates a disconnect between technical measures and user perception of service quality. This oversight can lead to prolonged incident resolution times and increased on-call costs, frustrating both MSPs and their clients.



PRODUCT OVERVIEW

EV Observe for MSPs, a specialized offering from the EasyVista platform, empowers MSPs with a robust IT monitoring solution that integrates Synthetic Transaction Monitoring (STM) at no extra cost.

This advanced feature simulates user interactions, providing real-time insights into application performance and quickly identifying root causes of issues. By aligning technical monitoring with user experiences, EV Observe bridges the gap between service delivery and user satisfaction. Coupled with traditional infrastructure health checks, EV Observe ensures a comprehensive monitoring approach that is both cost-effective and powerful. Designed to require no specialized skills or extensive training, EV Observe helps MSPs reduce operational costs, streamline issue resolution, and enhance customer satisfaction.

KEY FEATURES

INTEGRATED SYNTHETIC TRANSACTION MONITORING (STM)

Synthetic Transaction Monitoring (STM) simulates user interactions to provide real-time application performance insights. By aligning technical performance with user experience, you can pinpoint issues that traditional infrastructure checks might miss. This enables faster root cause analysis, improved response times and better service delivery.

FULL-SPECTRUM MONITORING

Full-spectrum monitoring covers infrastructure, network, application, cloud, and IoT environments. This provides a unified view of IT operations, enhancing visibility and control across all supervised assets.

SMART ALERT SYSTEM

The smart alert system offers customizable notifications to prevent alert fatigue and focus on critical issues. This ensures timely and accurate incident management, allowing teams to respond quickly and effectively.

IT HEALTH STATUS

Get an instant overview of the health of IT services or business applications provided in a condensed format similar to a weather forecast (rather than a wall of unintelligible data like other monitoring tools provide).

CENTRALIZED HYPERVISION

Centralized hypervision aggregates data from multiple monitoring systems into a single, unified dashboard. This simplifies data management and improves decision-making by providing a comprehensive overview of the IT environment.

HISTORICAL DATA ANALYSIS

Historical data analysis stores monitoring data for trend analysis and performance tracking. This helps identify patterns and recurring issues, enabling proactive maintenance and long-term planning.

AUTOMATION AND REMEDIATION

Automation and remediation support routine tasks and predefined actions. This enhances operational efficiency and reduces manual intervention, allowing teams to focus on more strategic activities.

SEAMLESS ITSM INTEGRATION

Seamless ITSM integration links monitoring with IT service management for automated ticketing and streamlined workflow management. This can reduce the size of the Network Operations Center (NOC) team by 25% or more, cutting costs and improving efficiency.

USER-FRIENDLY DESIGN

The user-friendly design requires no specialized skills or extensive training. This ensures quick deployment and easy adoption by delivery teams, reducing the learning curve and increasing productivity.

PROACTIVE ISSUE DETECTION

Proactive issue detection provides comprehensive health checks for both infrastructure and applications. This allows MSPs to address issues proactively, minimizing downtime and enhancing service reliability.

ADDITIONAL BENEFITS

INCREASE SERVICE AVAILABILITY

Real-time monitoring and alerts enable a proactive approach to keep business services up and running, ensuring high availability and reliability.

REDUCE INCIDENT RESOLUTION TIME

Dependency mapping, root cause analysis, and interactive dashboards accelerate incident resolution, reducing downtime and improving service delivery.

DECREASE ON-CALL COSTS

Avoid service downtime by fixing issues before they occur with future-ready AIOps technology, significantly reducing on-call costs and improving operational efficiency.

TRANSPARENT AND EFFICIENT COMMUNICATION

Market your IT business and service performance metrics with an embeddable IT Health Status widget, improving transparency and communication with stakeholders.

Experience the next level of IT monitoring with EV Observe for MSPs. Contact us today to schedule a demo and see how our comprehensive solution, including Synthetic Transaction Monitoring, can transform your service delivery and operational efficiency.