



Company Overview

Auvik is remote monitoring and management (RMM) software focused on network infrastructure, such as routers, switches, firewalls, and wireless controllers. **Get everything you need in one spot when you buy Auvik directly from ConnectWise.**

Network Management for MSPs

Auvik makes managing network infrastructure as easy as managing endpoints and servers. Get instant insight into client networks and automate complex, time-consuming manual network tasks.

Category Information

IT Management

Solutions Include

- **Auvik & ConnectWise Automate:** Manage networks from a single source
- **Auvik & ConnectWise Manage:** Improve documentation and ticket resolution

Auvik & ConnectWise Automate:

Auvik and ConnectWise Automate let you manage your client's network from a single source for increased visibility into devices and fast ticket resolution.

Integration Features

- **See Auvik Network Maps:** You can see an Auvik map of a client's network directly within ConnectWise Automate. When you click on the map, the appropriate device dashboard from ConnectWise Automate seamlessly opens up.
- **Access Auvik MSP Administration Functions:** A few of the administration areas for your Auvik MSP dashboard are made visible in ConnectWise Automate. These include clients, discovery settings (OID monitor, health check frequencies, discovery services), integrations, managed users, manage alerts, and shared appliances.

- **Auvik Dashboards:** View the network, device, and interface dashboard for devices you're managing, and do it all inside of ConnectWise Manage. See all of your devices in the Auvik network map, and access anything discovered by ConnectWise Automate agents from inside ConnectWise Automate.

Benefits

- Increased visibility into devices to help close tickets faster
- Fast, easy network management with everything in one spot
- A small integration learning curve

System Requirements/Technical Specifications

ConnectWise Automate/Auvik integration is only supported with ConnectWise Automate v10.5 and above.

Auvik & ConnectWise Manage:

Auvik and ConnectWise Manage give you a centralized view of all your clients for accurate and quick ticket resolution and documentation.

Integration Features

- **Alert Sync:**
 - When Auvik is integrated with ConnectWise Manage, Auvik alerts automatically create tickets in ConnectWise Manage. When the ticket closes in ConnectWise Manage, that information is pushed back to Auvik to automatically dismiss the alert.
 - You can map Auvik alert severities to your ConnectWise Manage priorities. The priority values that appear for ConnectWise Manage will match your ConnectWise Manage configuration.



- At any time, you can see a history of all communications (inbound and outbound, successful and failed) that have occurred between Auvik and ConnectWise Manage. The detail listed in the audit trail table is based on your selected date range.
- **Network Inventory Sync:**
 - Auvik can send an inventory of network devices and configurations to ConnectWise Manage. Information such as device names, serial numbers, MAC addresses, and IPs are kept up-to-date—automatically.
 - Where ConnectWise Automate can send data for your clients' PCs into ConnectWise Manage, Auvik collects and populates data for the rest of the devices on the network. This helps improve your view of the network and dramatically reduces time spent on manual documentation.
 - To enable this feature, you first map how you want Auvik devices identified in ConnectWise Manage and which inventory fields should be synced. Once this is done, you'll be able to see which devices have and haven't been synced between the two applications.

Benefits

- Give you a single centralized view of all clients from ConnectWise Manage.
- Improves the accuracy of documentation while saving huge amounts of time.
- Keeps you in the know about every device on a network in real-time—even the ones your clients don't tell you about.

System Requirements/Technical Specifications

Auvik supports both ConnectWise Manage cloud and On-Premise. When used with the cloud, you can benefit immediately from any changes written to the ConnectWise API.