PacketTrap Perspective MSP™

PacketTrap Perspective MSP**™** is a monitoring, troubleshooting and remediation solution that displays any network's data on the MSP's central NOC. It ensures MSPs are the first to know about bandwidth, performance and connectivity issues, while supporting remote management of these and other network functions. Perspective MSP is the most affordable, complete MSP monitoring solution on the market. It takes only minutes to install, is simple to configure and scales easily with the growth of the MSP's customer base.

Key Features
Remote Network Simulations
 Perspective MSP allows MSP technicians to view customers' networks as though they are on-site. MSP technicians can experience their clients' network problems in real-time and no longer have to rely on their verbal descriptions. Troubleshooting and repairing bandwidth, email connectivity and other problems takes only minutes, and can be done manually or set to auto-fix.

Alerts and Notifications
 Perspective MSP allows for quick and easy configuration of targeted alerts to respond to hundreds of different network scenarios, including multiple condition checks. These alerts help MSP's recognize and correct issues before customers experience performance degradation or availability issues. With alerting support for correlated events and sustained conditions, Perspective MSP ensures MSPs aren't flooded with unnecessary alarms. Additionally, Perspective MSP can escalate network alerts upwards through an organization hierarchy until a problem automatically reaches a level where it can be resolved, while suppressing for scheduled network maintenance.
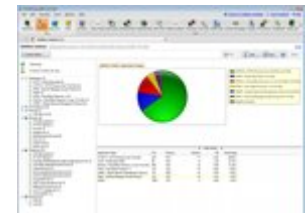
- Install and Configure in Minutes

- User Friendly, Easy to Use Interface

- Monitor and Troubleshoot Local and Remote Sites

- Isolate Network Problems to Prevent Downtime

- Advanced Reports and Alerts

- Includes Netflow, VoIP, Wireless, Application and Server Monitoring

User Log-in Permissions
Perspective MSP allows the MSP to establish unique user accounts and specify which types of information are displayed in the Studio for different levels and types of MSP and customer staff. This provides for security and efficiency in the management of organizational roles.

Performance and Fault Monitoring Dashboards
Perspective MSP provides unparalleled visibility into network performance, fault management and device availability across any size of network. The iGoogle-like dashboard is a summary display of key performance indicators (KPIs) such as CPU load, network interface traffic, latency, packet loss and event logs, exposing troubled devices and areas of the network. Drag and drop functionality makes it easy to customize dashboards by simply adding and removing gadgets. Full screen mode maximizes screen real estate and rotates multiple dashboards.

Smart Policies
Leveraging the collective experience that PacketTrap's large installed base has provided, Perspective MSP recommends optimal monitors and data collection settings for all discovered devices. Policies encompass devices, monitors, alerts and scheduled tasks, so any configuration changes occur from one central location.

Real-time and Historical Reports
Perspective MSP Reports enables MSPs to quickly generate single or multi device reports that can be printed or emailed in a matter of seconds. Through a simple interface, users can drill down into specific time periods or events – particularly useful when troubleshooting issues to identify the root cause of a failure. The solution's report scheduler generates automatic email reports on a daily, weekly or monthly basis to customers and MSP staff.

Automated Remediation
Perspective MSP can be configured to automatically take corrective actions to restore services, including restarting failed applications, restarting windows services, rebooting servers and executing scripts. Minimize downtime as well as your daily tasks by automating remediation steps.

Load and Go Deployment
Perspective MSP installs and, more importantly, configures in 15 minutes through a simple 3 step process. After installation, the solution will perform a lightening-quick scan of the entire network to discover all devices. Its proprietary network discovery tool provides a complete set of attributes for each device that has been discovered. Each device is assigned to a Smart Policy with recommended monitors to complete the deployment process. This saves time and avoids the notorious pitfalls of manual configuration associated with other network management solutions.

Pay-as-you-Profit Financing
After their initial purchase of a Perspective license, MSP's can pay for additional monitoring licenses as their businesses scale. PacketTrap's low installation and setup fees are affordable for any MSP, and the company's "pay-as-you-profit" programs are calibrated to providers of any size.