

TRIBE

The Challenge

Tribe manages IT services for a high volume of clients through their seven locations in New Zealand. These clients range from small, medium, and large organizations throughout multiple industries. Tribe implements remote monitoring and management tools for each client, in addition to a multitude of other services.

Tribe’s current RMM tool provided good coverage of their customer’s servers & workstations but had a gap in its network capability.

Tribe required a tool that bridged the network gap, was affordable, and included a network map overlaid with the monitoring status.

420% INCREASE IN THE NUMBER OF CLIENTS IMPLEMENTING NETWORK MANAGEMENT SERVICES

The Solution

Tribe implemented UVexplorer as their network mapping and configuration management tool after extensive evaluation. UVexplorer was tasked with discovery of devices and their connectivity, device inventory to track changes & identify rogue devices, visual network map, network device configuration backup, and basic availability monitoring.

Results

UVexplorer provided a robust tool for network discovery/monitoring, created tickets when a monitor failed, provided a notification of potential network issues & the map provided a visual clue for troubleshooting.

Tribe’s previous tool was licensed per managed device which made it difficult for customers to justify the cost. UVexplorer’s license model allowed Tribe to discover/map & provide basic monitoring of all customer networks at an affordable cost.

The network map also informed and drove roadmap discussions with clients where their current network deployment had issues or wasn’t best practice.

“Creating tickets when a monitor fails provides a notification of potential network issues & the map provides a visual clue as to the root cause.”

Sr. Network Administrator, Tribe



ORGANIZATION:

Tribe

LOCATION:

Auckland, New Zealand

URL:

<https://tribe.co.nz>

INDUSTRY:

Managed Service Provider

SERVICES:

Progressive technology consultants for small, medium, and large organizations that require IT services.

RESULTS:

MSP was able to recognize issues quickly with an overlaid network map.

License model was affordable, leading to higher client adoption.

Network map drove client decisions on future deployments and improvements.