

# WhatsUp Gold MSP Edition

## What You See Is What You Net

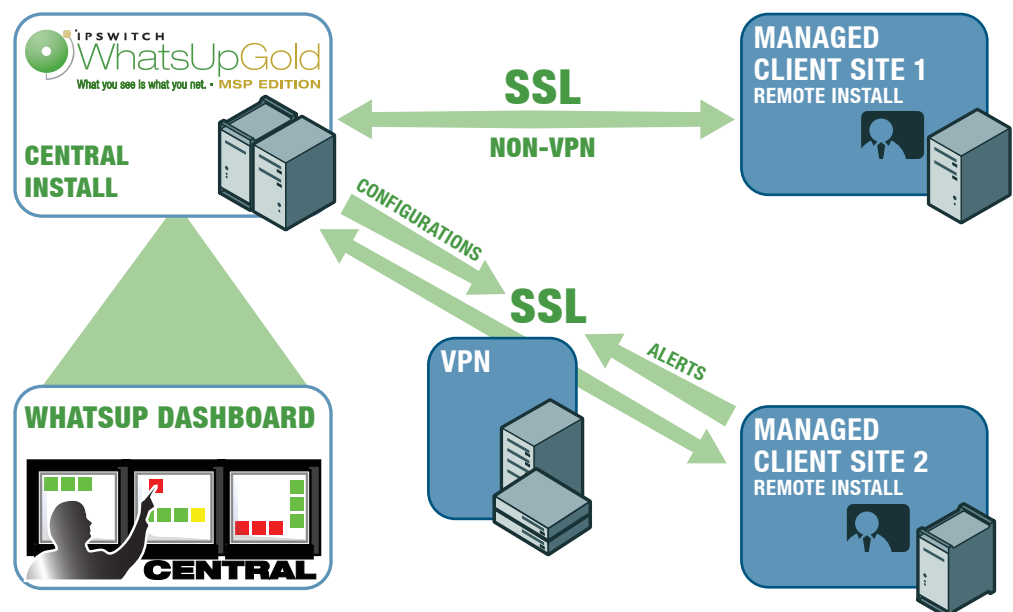
Built upon the award winning WhatsUp® Gold engine, Ipswitch WhatsUp Gold MSP Edition provides MSPs with a flexible solution that enables them to manage complex, disparate client network environments reliably. WhatsUp Gold MSP allows MSPs to provide effective remote monitoring services for organizations that lack the internal resources to effectively manage their mission-critical networks. Whether clients are running network infrastructure devices, VPNs, authentication servers, or any Windows-based servers, WhatsUp Gold MSP proactively monitors all of these devices out of the box and reduces costly and frustrating network downtime and performance problems that can impact a client's business. Equipped with a robust Web application, the WhatsUp interface gives MSPs the ability to monitor and take action anywhere, anytime. Ipswitch WhatsUp Gold cuts through the overwhelming complexity of the marketplace to deliver sustainable margins to MSPs and dynamic monitoring tools to their customers.

### Isolating Network Problems and Providing Network Awareness

WhatsUp Gold MSP Edition isolates network problems and provides awareness and understanding of network performance and availability. WhatsUp Gold MSP Edition:

- discovers all IP addressed network devices
- graphs and maps all devices with customizable map and color options
- notifies the MSP of changes in state for a device or group of devices
- triggers rule-based actions to the MSP such as email, SMS, text, audible or visual alerts
- provides comprehensive status reports on devices per client site

Since WhatsUp Gold MSP Edition delivers security in its service, MSPs can focus on what really matters such as cash flow predictability, consistent customer service levels, expanded service offerings and increased profitability



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### The Ipswitch Dashboard Screen Manager is included as part of the MSP Edition

Dashboard Screen Manager is an application designed to display a series of Web pages, or a "playlist," on one or several monitors. The Dashboard was created as a complement to WhatsUp Gold MSP Edition, and as an aid to keeping your network visible. The Dashboard can run on a display console and cycle through various pages from the WhatsUp Gold Web interface or display virtually any Web page. MSPs then have important and pertinent network information on display at all times, cycling and changing on its own without the need of constant configuration. It also provides the capability to view multiple networks that you are monitoring simultaneously.

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### Fast Deployment Means Faster Return on Investment

Starting with an easy deployment model, WhatsUp Gold MSP can be up and running and providing services within hours. The central server is seamlessly installed into the MSP management environment while the simple remote client deployments allow MSPs to begin servicing clients quickly, with minimal disruption. The intuitive WhatsUp interface complements the powerful Workspaces feature which allows unlimited administrator users with flexible role-based security.

### See Your Client's Network with Dynamic Network Discovery and Mapping

Discover client networks in minutes using intuitive wizards to scan for routers, switches, servers, printers, servers and other networked devices. All network information is stored in a relational database to enable fast device management and reporting.

- Dynamic Groups let you group devices by specified characteristics; for example, all devices that are currently down, or all devices of a particular type
- Discover and map MAC addresses to IP addresses to show connectivity between a particular switch's ports and devices

### React in Real-Time with Alerts for Fast Problem Resolution

Track network failures or performance problems by client and send alerts when problems occur, or restart a stopped service or launch a program automatically.

- Send alerts via your choice of twelve mediums including email, cell phone, SMS and the task tray
- Forward SNMP traps
- Restart business-critical Windows application services

### Monitor All IP-based Devices with SNMP v1,2,3 and WMI Network Monitoring

Track the availability and performance of critical business systems. WhatsUp Gold offers real-time monitoring of network services, Windows NT Services, Event Log and syslog events and system resource utilization. WhatsUp Gold MSP Edition is also capable of determining HTTPS page availability and monitoring octets in and out to identify bandwidth issues.

### Understand a Client's Network Health with Performance Monitoring

Performance monitors in WhatsUp Gold MSP Edition gather important information about the devices running on your network, then use that data to create reports trending the utilization and availability of different aspects of those devices. WhatsUp Gold is installed with five performance monitors:

- CPU Utilization
- Disk Utilization
- Interface/Bandwidth Utilization
- Memory Utilization
- Ping Latency and Availability

WhatsUp Gold MSP Edition also has the ability to create custom monitors for any WMI or SNMP performance counter. You can proactively monitor variables such as temperature\* or printer toner levels\*\*.

### Comprehensive Reporting

One of the key aspects of Managed Services is client communication. WhatsUp Gold provides detailed reports whose delivery can be scheduled; these reports let your client know what you have been doing and why their systems are highly available. With WhatsUp Gold MSP Edition reports, your clients will always know the value of your service.

\*Requires an SNMP-manageable temperature probe.

\*\*Requires an SNMP-manageable printer.

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