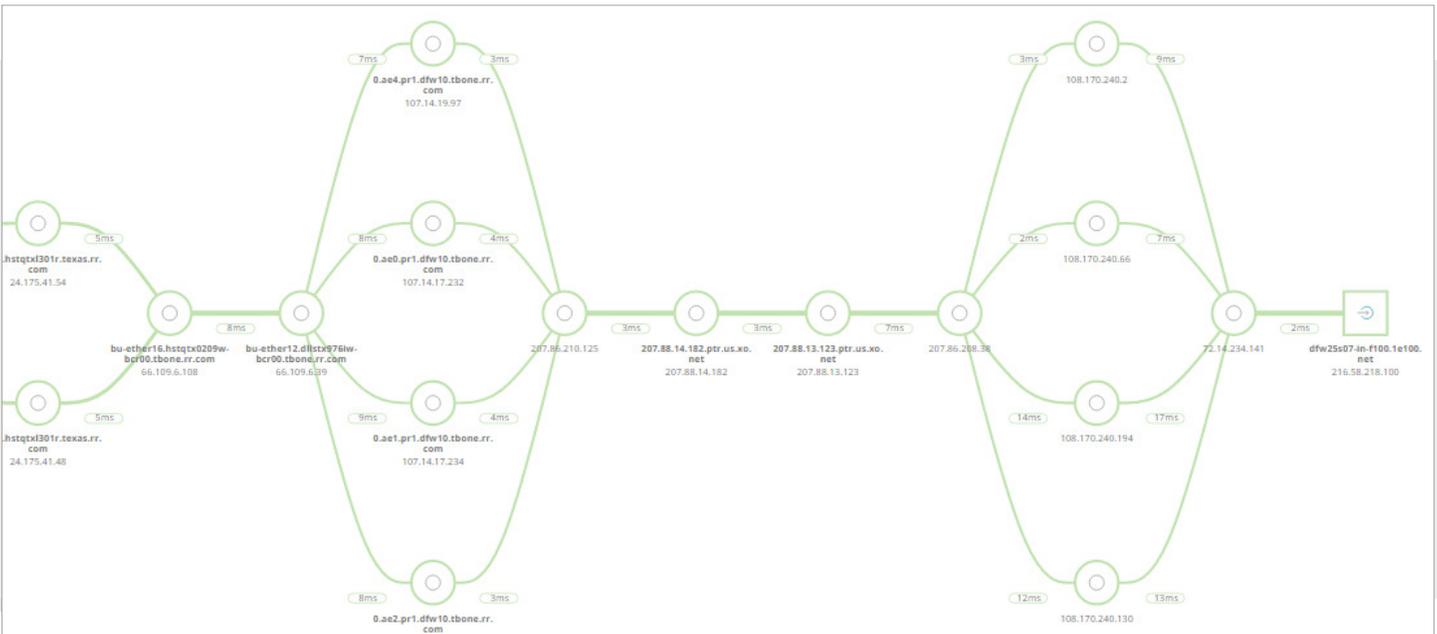


NetPath

Complete visibility into the full infrastructure



At its most fundamental level, networking is about delivering services to users consistently and reliably. Whether your applications are hosted internally or in the cloud, understanding the critical network paths that deliver these services is paramount to ensuring your users will have the services they need.

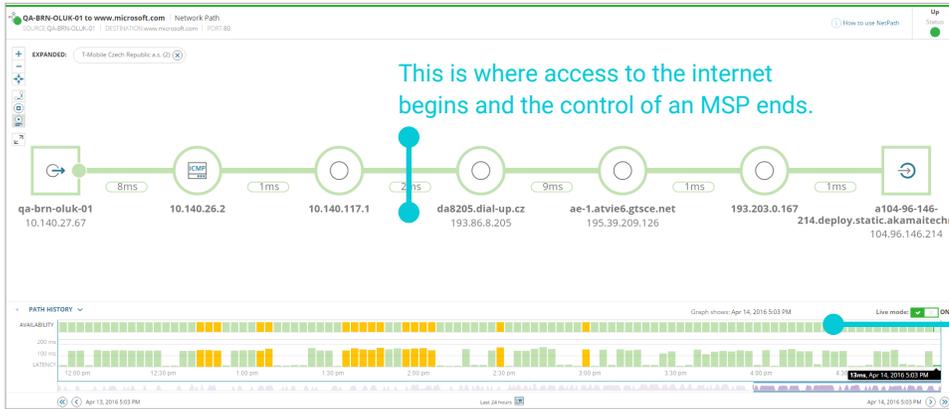
NetPath™ uses advanced probing to detect the network path from a source server to a destination service, even when traceroute can't. This provides the deep visibility into critical network paths regardless of location: on-premises, off-premises, or in a hybrid IT environment. With NetPath, you can quickly troubleshoot hot spots across the entire delivery chain.

CONNECTING USERS TO APPS AND SERVICES

Specify the destination and a source, add branch offices and configure the most important services, like Salesforce®.com, Exchange™, or any other TCP-based service, and typically, in just a few minutes, NetPath will map applications and service performance to the network infrastructure on which they depend. Now you can focus on your network's real purpose: **connecting users to apps and services.**

RESTORING NETWORK VISIBILITY

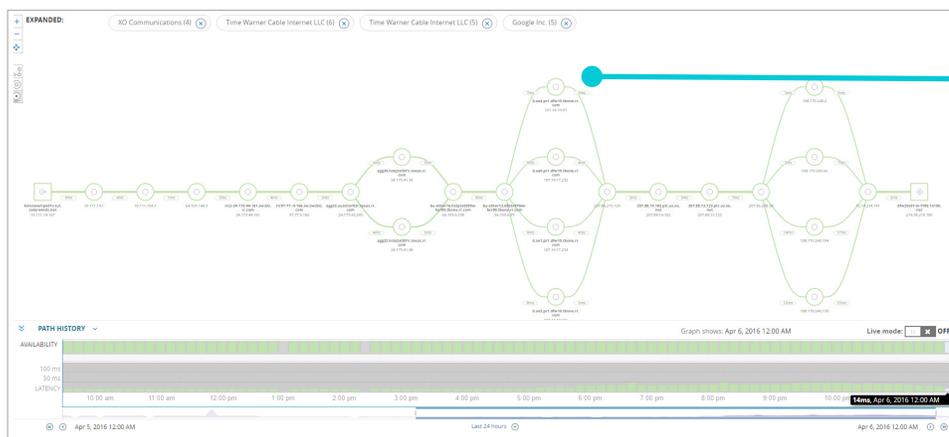
Whether you are using a hybrid network environment or relying heavily on SaaS applications, you need visibility into the performance of the network paths and devices that you have no control of—the nodes outside of your network. The NetPath solution provides unprecedented visibility into internet paths, allowing you to look inside the cloud.



Ever have a user tell you that email was down yesterday, but it seems fine today? With NetPath monitoring your services, you can travel back in time to see what was going on at the time of the outage. Network troubleshooting has never been faster or easier.

IMPROVING TROUBLESHOOTING

The inability to troubleshoot an application or service once outside your network is no longer an issue. The NetPath solution measures the performance characteristics of each network node and link, making it easy to spot slow-downs. Simply create a new service and NetPath will automatically probe for paths and performance.



NetPath identifies different routes (approximately 80% of all routes flow through multiple nodes) and hops to the destination, which traditional tools like traceroute cannot provide.

TAKE BACK CONTROL AND STAY AHEAD OF YOUR CUSTOMERS

As more applications and services move to the cloud, the control an MSP once enjoyed is diminishing. Nonetheless, it doesn't diminish your responsibility for the end user's ability to access the service. Therefore, when a ticket is opened involving an end user's ability to access their cloud, on-premises, or hybrid applications and services, it can be troubling and very time-consuming to track down the root cause of the issue. See how the NetPath feature takes traditional reactive troubleshooting into proactive monitoring.

	TRADITIONAL IT SUPPORT			NETPATH		
	TIME	TASK		TASK	TIME	
1. What if the issue was intermittent? 2. Who do you call first? How often are you told, "It's their problem?" 3. Do you have spare hardware in the event of a failure? 4. What if traceroute doesn't show all the data you need? 5. Do you need to schedule a time with the end user and interrupt them?	~5 mins	Blacklist (Sender/Recipient) "Access to email is slow"	START	Alert/Ticket Received "Latency threshold high on Office 365"	Instant	An end user isn't interested in where the problem is. NetPath presets all the information from source to destination. NetPath can alert you when traffic slowdown occurs based on latency and packet loss thresholds. Traceroute can't show if multiple paths are used; NetPath can, with 30 days of history of 5- to 10- minute intervals.
	~1 hour	Troubleshoot Email Provider Email server status Email/call email provider support		TROUBLESHOOTING	Troubleshoot email provider, end user, and network problems, all with one dashboard with 24/7 monitoring and historical data	
	~1 hour	Troubleshoot Network Email/call ISP Network device dashboard Hardware troubleshooting	Identify problem node/hop directly Contact individual responsible			
	~1 hour	Troubleshoot End User Ping/traceroute Browser/AV/plugins Workstation performance	Evaluate where traffic slowdown occurs from source to destination Determine what infrastructure is in your path and if multiple paths are used			
	~1-3 hours total	Open PSA/Ticket Problem identified and resolved Ticket updated with notes	END	Open PSA/Ticket Problem identified and resolved Ticket updated with notes	~10 mins total	
	~\$35/hr ¹ ~\$1000/hr ²	Financial Impact Average support cost Downtime to customer		Financial Impact Average support cost Downtime to customer	~\$35/hr ¹ ~\$1000/hr ²	
	\$1000-3000	Total		Total	\$0-60	

NetPath answers all these questions and helps you deliver value to your customers by providing outstanding IT support.

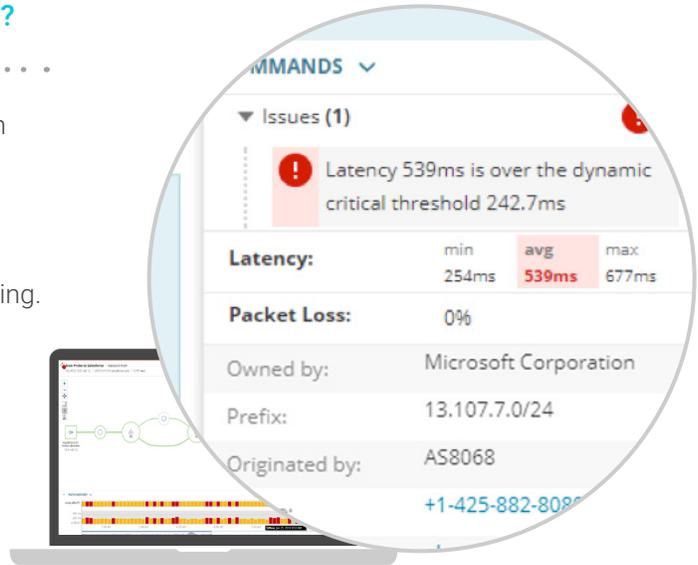
1. Save time troubleshooting with on-hand data of path history.
2. Increase your tech utilization rate by allowing any support person the tools to identify where, when, and why a node might be impacted.
3. Risk of downtime for the customer reduced, as you will be aware when a path is on the brink of failing.
4. Cost and time savings by not using other tools, such as traceroute, for troubleshooting.
5. Be proactive with alerts when thresholds are exceeded on performance.

¹ Average Blended Support Cost Between L1 and L3 Techs
² Estimated Downtime, see MSP Playbook

NETPATH HELPS YOU ANSWER QUESTIONS YOUR CUSTOMERS HAVE BEEN ASKING

Q IS OUR ACCESS TO OFFICE 365® SLOW?

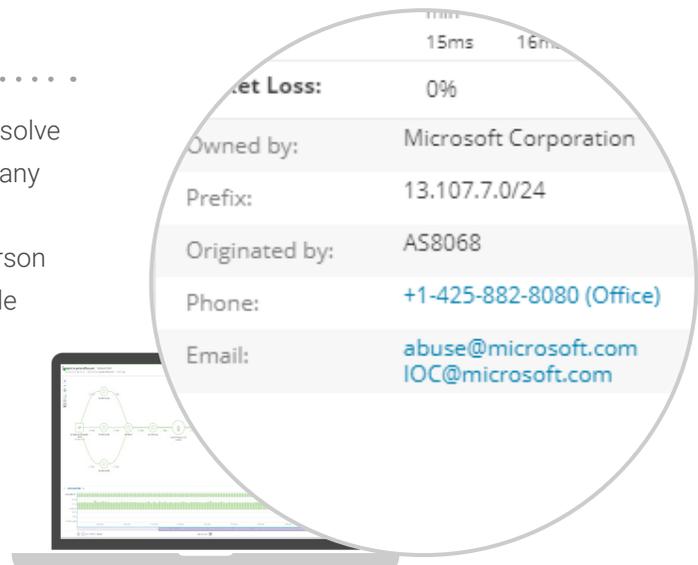
A Know about outages before your users. NetPath collects performance metrics and details of the network connectivity between the source and destination nodes, thus enabling you to see into the end-to-end performance a user is experiencing.



Alert your end users Office 365 is experiencing high latency.

Q IS THE PROBLEM US OR OFFICE 365?

A Identify a problem and the person to contact to solve it. NetPath collects information, including company and contact information, of external nodes in a network path, providing the average support person the tools to identify where, when, and why a node might be impacted quickly.



Get contact information at your fingertips, for any point, from source to destination.

Q IS OUR ACCESS TO OFFICE 365 AFFECTING OUR ABILITY TO MAKE SALES?

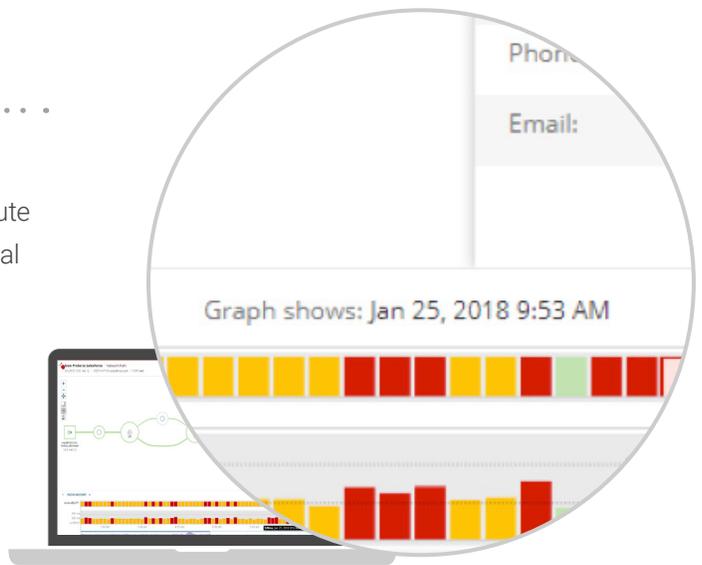
A Understand your provider's network better than they do with visibility into the entire network path. NetPath delivers information on the one-to-multiple paths a network packet may take to reach its destination. This gives an MSP insight into the end-user's ability to use an application at any point in time versus relying on feedback when it goes down.



See multiple paths, unlike traceroute, and find where the real problem lies.

Q IS OUR ACCESS TO OFFICE 365 SLOW EVERY MORNING?

A Track every hop and view latency historically or in real-time. NetPath can be set up with 10-minute intervals for monitoring, plus it saves all historical data on path performance—saving you time troubleshooting via an incremental timeline of path history for the last 30 days.



See historical data on path performance at any point in time.

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