

SolarWinds N-central

The remote monitoring and management solution trusted by thousands of successful managed services providers globally to **grow and scale their business through efficient, easy-to-use IT automation.**



As your business grows, will your RMM platform scale with you? SolarWinds® N-central® offers an industry-leading, single-pane-of-glass solution for the complete oversight and organization of your customers' IT environments.

Increase technician efficiency through easy-to-implement automation and a suite of tools built specifically for MSPs.

N-central delivers comprehensive monitoring, integrated patch management, top-tier endpoint protection, and hybrid backup solutions to streamline and secure your operations.

You can discover, monitor, and manage entire networks with minimal hassle. With profiles, rules, and filters, you can preconfigure or update devices in bulk (even across multiple locations). N-central also supports all types of devices, including workstations, virtual machines, servers, routers, switches, smart phones, tablets, printers, and IoT devices.

In short, N-central gives you the tools you need to proactively monitor and manage highly-diverse networks with incredible precision—but a minimum of manpower.

KEY BENEFITS

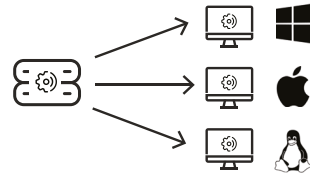
- » Ramp up automation workflows to take on more—and larger—customers
- » Easily organize your services and customers in a single interface
- » Protect your customers with advanced security solutions
- » Resolve issues faster with information at your fingertips and robust remote support
- » Improve customer uptime with proactive alerts and self-healing capabilities
- » Easily customize scripts to meet specific customer or device type needs

AUTOMATED MONITORING AND MANAGEMENT

When it comes to delivering fast, reliable IT support, you need a platform that prioritizes your time and helps you exceed customer expectations. N-central offers the tools to deliver high-quality monitoring and management—and the automation to help ensure you can provide it efficiently.

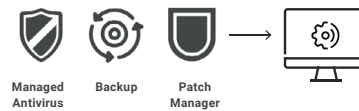
1 AUTOMATED ONBOARDING

N-central can automatically discover and onboard your end user's devices and apply monitoring best practices.



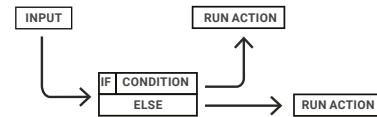
2 AUTOMATED SETUP

Automatically install antivirus and patches and configure backup.



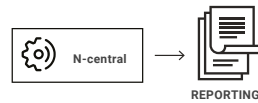
3 AUTOMATED MAINTENANCE

Drag-and-drop interface lets you automate easily—no prior programming or scripting experience required!



4 AUTOMATED REPORTING

Regularly show stakeholders and management the value of your work.



A BETTER WAY TO SUPPORT END USERS

N-central helps you deliver faster and more effective service by providing technicians with an extensive remote support toolset. Now, you can troubleshoot and resolve problems behind the scenes without interrupting other employees.

TRADITIONAL IT SUPPORT		N-CENTRAL RMM SUPPORT
	Open Ticket in PSA ●	
	Open RMM ●	Open RMM ●
	Find Device ●	Find Device ●
	Launch Remote Session ●	View Last Five Tickets ●
USER DISRUPTED FOR DURATION OF SUPPORT SESSION	Troubleshoot Problem (multiple windows) ●	Troubleshoot Problem with Dashboard ●
	Fix Problem (multiple windows) ●	Fix Problem with Real-Time Tools that Don't Interrupt the User (Steps Are Automatically Recorded) ●
	Disconnect from Device ●	
	Open PSA ●	Push notes to ticket ●
	Open Ticket ●	Close ticket ●
	Type notes into PSA ●	

USER KEEPS WORKING DURING SUPPORT SESSION

FEATURES AT A GLANCE

N-central has everything you need to support even the most demanding IT environment.

SUPPORT EFFECTIVELY

- » **Self-healing** – Let N-central provide your first line of support by taking action to solve problems.
- » **Proactive support** – Clear alerts help your techs focus on high-priority issues first and address items quickly to reduce the impact on your customers.
- » **Remote support** – Directly access machines using our fully integrated Take Control* solution.
- » **PSA integration** – N-central integrates with leading solutions, such as SolarWinds® MSP Manager*, ConnectWise®, and Autotask®, to help you save time by creating, updating, and closing tickets for your PSA from directly within N-central.
- » **Mobile app** – Support customers when they need you. Use our Android® or iOS® mobile app wherever your day takes you.

AUTOMATE EFFICIENTLY

- » **Automation manager** – Easily create scripts and policies using our drag-and-drop interface or our library of 150+ scripts.
- » **Discovery and deployment** – Discover, import, and configure new devices automatically.
- » **Patch management** – Control and approve patches for all end-user devices and set auto-approvals for key update types.
- » **Reporting** – Customize and send detailed reports on a schedule that fits your needs with report manager.

DEFEND COMPREHENSIVELY

- » **Data backup** – Direct-to-cloud, one-click backup for all your managed devices using SolarWinds Backup*.
- » **Email protection** – Protect your customers from email phishing, spoofing, spam, social engineering attacks, impersonation, and other threats with SolarWinds Mail Assure*.
- » **Endpoint protection** – Fully integrated, so you can easily deploy and manage using enterprise-grade endpoint detection and response to any device known to N-central. SolarWinds Endpoint Detection and Response (EDR)* uses behavioral learning to detect threats and can initiate automatic rollback to minimize their impact.
- » **Disk encryption** – Leveraging Windows® (BitLocker®), SolarWinds disk encryption manager* safeguards customer devices by rendering data on their machines unreadable to unauthorized users.
- » **Password management** – Control password access to customer devices, networks, and applications while organizing and storing vital documents and information with SolarWinds Passport + Documentation Manager*.
- » **Virus and malware protection** – Automatically deploy and manage BitDefender AV software.

**Billed separately.*

FEATURES AT A GLANCE (CONT.)

MONITOR EXTENSIVELY

- » **Visibility and Control** – Remotely monitor desktops, laptops, virtual machines, servers, switches, routers, firewalls, and mobile devices across operating systems and platforms.
- » **Network Topology Mapping** – Auto-detect and map your customer’s environment to quickly troubleshoot connectivity issues.
- » **Network Performance** – Get visibility into the infrastructure beyond the firewall with NetPath™*. Set thresholds for packet loss and latency—and identify trouble spots and outages before your users.

SYSTEM REQUIREMENTS

DEVICE QUANTITY	CPU	RAM	HDD
1,000	2 Cores	4 GB	75 GB
3,000	4 Cores	8 GB	150 GB
6,000	8 Cores	16 GB	300 GB
9,000+	Additional configurations available on request		
Processor	Intel® Xeon® 55xx series or later		
Network	100 Mbps		
Operating System	Red Hat® Enterprise Linux® 6 (x64) Visit: http://hardware.redhat.com to verify server hardware is supported		

DID YOU KNOW:
You can install N-central on a physical server or in a VMware® or Hyper-V® environment, or you can host it on Microsoft® Azure® or Amazon® AWS®.

*Billed separately.

FREQUENTLY ASKED QUESTIONS

WHAT CAN I MONITOR WITH N-CENTRAL?

N-central will automatically detect almost any IP-connected device, and with hundreds of built-in monitoring services, we can monitor just about anything.

IS IT DIFFICULT TO GET STARTED WITH AUTOMATION AND SCRIPTING?

No. Our drag-and-drop automation builder lets you build automation typically in minutes—no programming or scripting experience necessary.

WHAT REPORTS CAN BE PRODUCED?

With report manager, up to seven years of historical data can be stored, and you can produce detailed technical reports and consultative- and executive-level business reports.

CAN YOU HELP SET UP MY FIRST DEPLOYMENT?

Yes. Our dedicated onboarding team can help you deploy to the very first device using our best-practice deployment methodologies.

CAN N-CENTRAL HANDLE ALL OF MY CUSTOMERS' DEVICES?

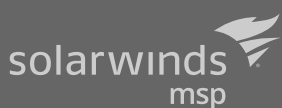
Yes. N-central is used by thousands of technicians to monitor large, complex environments. Some of our partners monitor as many as 25,000 devices.

CAN I REMOTELY CONNECT AN END USER'S MACHINE THROUGH A FIREWALL?

Yes. Whether it's a firewall or a roaming laptop, we provide various methods for you to remotely connect to and support your colleagues.

"With [N-central's] Automation Manager, it's astonishingly easy to script tasks—that's a big help for our first-and second-level support technicians."

Oliver Kaspar
Cofounder, Softbox



Learn more today at
solarwindsmsp.com

SolarWinds is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size, or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-premises, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals—IT operations professionals, DevOps professionals, and managed service providers (MSPs)—to understand the challenges they face maintaining high-performing and highly available IT infrastructures. Targeted for MSPs, the SolarWinds MSP product portfolio delivers broad, scalable IT service management solutions that integrate layered security, collective intelligence, and smart automation. Our products are designed to enable MSPs to provide highly effective outsourced IT services for their SMB end customers and more efficiently manage their own businesses.

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