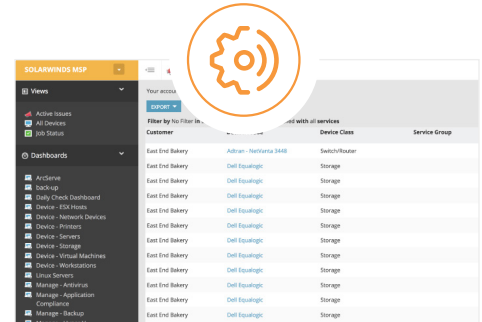


# SolarWinds N-central PSA Integration

## WHAT MAKES OUR PSA INTEGRATION EFFECTIVE?

SolarWinds® N-central® has offered our professional services automation (PSA) integration feature for more than eight years. We innovate constantly to better serve MSPs, and we've developed our PSA integration to adapt to your needs. We recently added API integration with ServiceNow®. If you use a solution we haven't integrated yet, no need to wait for us to do so—you can do an API integration yourself. We've included sample scripts to help walk you through the process.



## HOW CAN N-CENTRAL HELP REDUCE NOISE IN MY PSA?

Does your PSA act like an unread mailbox? Do you have thousands of tickets generated by your RMM, yet little idea why they were created in the first place? N-central lets you configure nearly everything, helping you deal with only the most relevant tickets. In fact, you can control almost everything from source to destination:

- Source criteria**  
 Generate tickets on only the issues you care about most. You can use our out-of-the-box triggers or customize your own to meet your needs.
- Destination settings**  
 Help ensure tickets always end up in the right place with the right information by choosing the queue, priority, severity, and other parameters for any ticket.
- Auto-update and close**  
 N-central puts many of your tasks on autopilot, so you spend less time managing tickets and more time managing your business.

## KEY BENEFITS

**Ticket management** - Create tickets for only the services you deem most important. Tickets can be manually or automatically created and assigned the right priority and field settings.

**Integration Capabilities** - Update tickets with notes or time entries right from within N-central.

**Granular control** - Create tickets only for the monitoring services most relevant to your business and its hours.

**Site and asset mapping** - Assign tickets to the appropriate site and asset, ensuring ticket-to-device associations are correct (including device warranties).

**Single pane of glass** - Easily view and manage the last five tickets associated with any device, even if the ticket didn't originate from N-central.

**Audit trail** - Track Direct Support actions, like service restarts and running the command prompt, with the audit trail feature. Push the details to a ticket with the click of a button.

## Supported ticketing and PSA solutions\*

MSP Manager	Help Desk Manager
ConnectWise Manage®	Tigerpaw®
Autotask®	ServiceNow

\* Please contact us about custom integrations via our API.