Why MSPs choose
IBM SevOne

IBM

Speed at scale
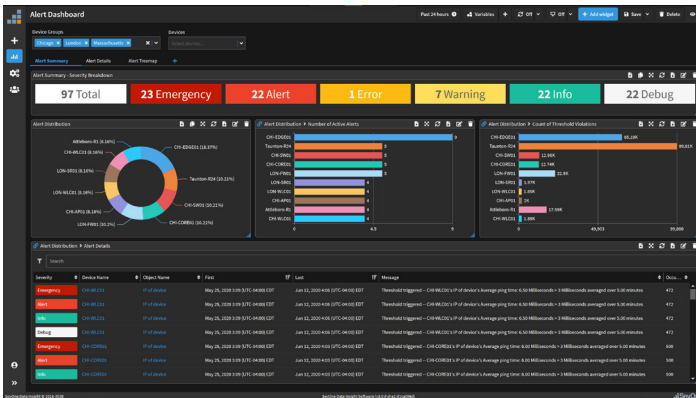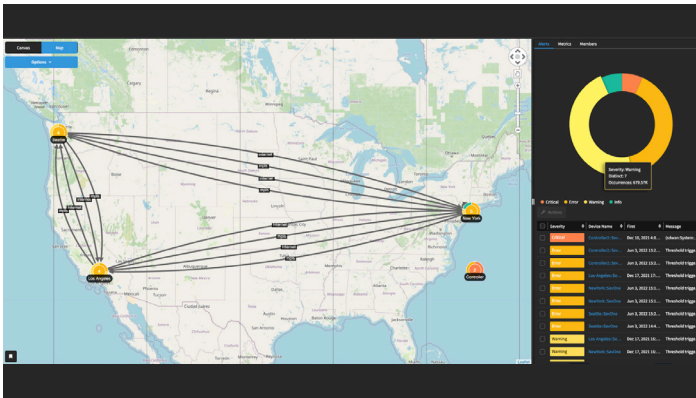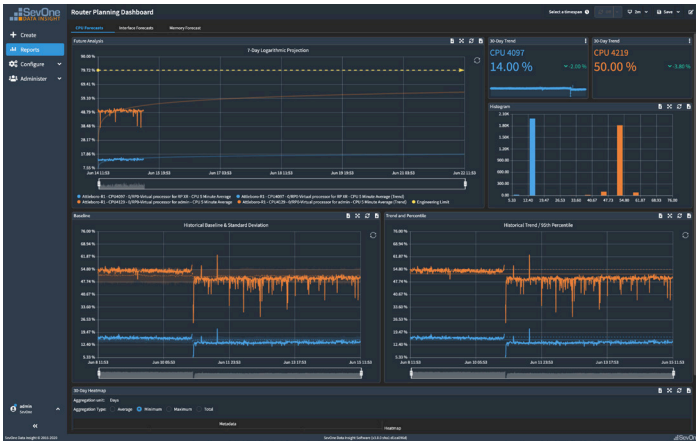
How does IBM® SevOne® define scalability? The key metric is speed. Many products can scale, but if they can't maintain their speed, then scale is meaningless. "Speed at scale" is how we define scalability.

How do we deliver speed at scale? Traditional monitoring tools use a collection layer that may include several servers, but all the collected data is consolidated into a single central database. SevOne uses innovative architecture with a "peer to peer" way of collecting and reporting network performance data. Whether virtual, software-defined or physical, IBM SevOne manages all aspects of the devices it's asked to monitor and can easily add capacity when needed. Our largest clients monitor tens of thousands of devices and billions of data points a day—with the ability to run reports in seconds. Anything less is unacceptable..

Multitenancy

As a managed services provider (MSP), you're responsible for delivering information to your customers about the performance of the infrastructure and services you're providing. Delivering this proof of quality to your end users is second only to your own need for secure performance visibility that's essential for managing, optimizing, enhancing and differentiating your services. The IBM SevOne solution's multitenancy capability is designed to achieve these goals. The solution gives MSP administrators the flexibility needed to report separate and unique experiences for their end users in a controlled manner, securing select visibility of relevant devices and objects. With IBM SevOne, you can define policies that automatically group and classify discovered devices and facilitate restricted access through authentication.

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High granularity

Effective performance management relies on having access to the right information on a timely basis. The more data points on a performance indicator you collect, the more complete—and, hence, accurate—your view will be. The more important the network link, the more accurate your data must be. For years, 5-minute polling has been the industry standard, but that frequency is woefully inadequate for a critical link that carries latency-sensitive data.

The IBM SevOne solution supports high-frequency polling. For many of our clients, polling every minute is now the norm. Rest assured, whether you're polling every 5 minutes or every minute, IBM SevOne will be there to help you along the way. Moreover, SevOne keeps raw data for up to a year, whereas other monitoring tools aggregate and summarize data after a week or two of collecting it. Less granularity means less value to your customers and more performance issues that will reach their end users before they can be addressed.

Flexible licensing

Providing a consistent and valuable managed service for your customers is your focus. The last thing you need is a complex licensing process that slows your ability to quote new customers or slow down their eventual onboarding. With a simple and predictable per-managed-device licensing model, IBM SevOne lets you focus on your customers, not your vendors.

Want to take a deeper dive into how MSPs can cut costs with infrastructure performance management? [Download](#) the white paper, Six ways MSPs cut costs with network performance management.

Simple onboarding

Automating processes in your monitoring platform, coupled with integration with your business tools, is critical for MSP success. The IBM SevOne solution enables MSPs to simplify the onboarding process for new customers and new devices through a powerful application programming interface (API). The API allows you to integrate IBM SevOne with your IT service management (ITSM) tools and to automatically create and assign monitoring profiles for onboarded devices that align to network performance visibility needs.

Why IBM?

IBM SevOne provides a single source of truth to help assure network performance across multivendor, enterprise, communication and MSP networks.

Learn more about IBM SevOne and how it can help your organization monitor and manage the performance of both your existing and next-gen network and infrastructure resources more effectively.

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