

# Start on the Road to being a Modern MSP

## RMM Tools that Focus on Resource Monitoring are Not Sufficient Anymore

The good news for Managed Service Providers (MSPs) is that customer organizations are becoming increasingly reliant on IT systems and services to run their core businesses. One minute of down time or even slow time costs a business thousands of dollars in lost revenue.

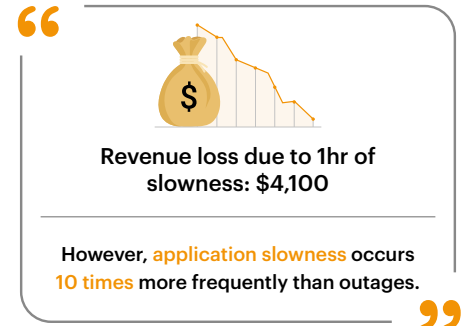
At the same time, customer executives are focused on what affects their business the most. Questions at the top of their minds include whether their users' experience is good, whether every element of the service delivery is working well, whether all user touchpoints are operational and so on.

Traditionally, MSPs have been reliant on remote monitoring and management (RMM) tools that focus mainly on basic monitoring capabilities such as network connectivity checks, CPU, memory and disk utilization metrics, monitoring of workstations, and other SNMP metrics. Traditional RMM tools lose their significance when customers start to focus on user experience, service management and new technologies like cloud computing.

## IT Operations is Moving Towards Automation and MSPs Need to Respond Soon

Another important change is the increasing adoption of automation in enterprises and in enterprise software tools. Some of the key tasks MSPs have been performing include patching systems, applying antivirus updates, on-boarding new systems and so on. Increasingly, enterprise software tools have included automated upgrade capabilities, so manual intervention is not needed. The adoption of virtualization, provisioning tools and DevOps technologies has meant that updates to systems and on-boarding of new systems is also automated. Hence, many of the tasks MSPs spent days and months on are no longer necessary as organizations start to deploy new technologies including cloud computing, hyper-converged architectures, digital workspaces, microservices and more.

MSPs that still rely on RMM tools and traditional manual approaches will soon find that their relevance and competitiveness is reduced. Modern MSPs are embracing a new reality – one where they minimize low-end, manual tasks and focus on how they can value-add to their customers' business. The successful modern MSP will be one who focuses on what matters to customers and offers value, not just a cost reduction. To be successful, a modern MSP must focus on reducing downtime, improving application performance, lowering MTTR and enhancing user satisfaction.



-TRAC Research

## A Modern MSP:

- ✔ Focuses on User Experience
- ✔ Lowers downtime, slowtime
- ✔ Reduces MTTR
- ✔ Increases operational efficiency
- ✔ Lowers IT cost
- ✔ Improves capacity planning

## How eG Enterprise is Helping Modern MSPs

Hundreds of service providers across the world are leveraging eG Enterprise to enhance their offerings, deliver significant value to customers and move up the value chain.

### ◆ Onboard clients quickly:

Multi-tenant capabilities of eG Enterprise help MSPs drive cost efficiency. On-boarding new customers is a breeze. Take a couple of minutes to push agents to target systems and have the customer infrastructure auto-discovered and auto-managed.

### ◆ Unparalleled insights:

Use eG Enterprise's universal agent technology to get full stack observability. Use AIOps technologies built-in to eG Enterprise to analyze millions of metrics and quickly determine where the performance bottlenecks lie. Leverage automatic correlation technology to pin-point where the root-cause of problems lie – network, server, application, storage, virtualization, etc.

### ◆ Broad coverage:

With eG Enterprise, you can go well far beyond traditional RMM tools. Provide coverage for the entire customer infrastructure – digital workspaces, cloud environments, virtualization platforms, enterprise applications and microservices, all from a single pane of glass. Integrate with your ITSM tool and seamlessly integrate eG Enterprise alerts into your incident management process.

### ◆ Cost effective & flexible:

Our pay-per-use MSP licensing model means you pay for only what you use, and there are no hidden costs. You have the flexibility to just deploy the monitoring you need. For example, if Citrix monitoring is the need for your customer, just deliver this. And you can deploy this fully as an on-premises solution or on the cloud.

#### eG Enterprise

User Experience Monitoring

Transaction Monitoring

Application Monitoring

Database Monitoring

Microservices/Container Monitoring

Cloud Monitoring

Virtualization Monitoring

Infrastructure Monitoring (AD, Storage)

Network Monitoring

Workstation Monitoring

#### RMM Tools

Network Monitoring

Workstation Management

Antivirus Management

Patch Management

Automated Control Actions

Comparing eG Enterprise with traditional RMM solutions

## Case Study: Glasshouse.io

GlassHouse is an Australia-based service provider focusing on Cloud and Workspace Lifecycle Management. Delivering highly customized and optimized digital workspace implementations, GlassHouse focuses on achieving a combination of governance, operational readiness, and design-awareness that meets the bespoke needs of their customers.

GlassHouse incorporates eG Innovations' monitoring solution, eG Enterprise, as a packaged solution as part of their digital workspace offering. Rebranding eG Enterprise as "Magnify," GlassHouse offers monitoring as a service to their customers running virtual desktops on-premises and in the cloud.

Website: <https://glasshouse.io/solutions/cloudcontrol/>



To find out more about eG Innovations' Dedicated MSP program, visit: <https://www.eginnovations.com/company/msp-partners>

## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a centre for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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