

# N-central<sup>®</sup> Network and Systems Management Platform

Cisco Small Business Pro Series Integration

### **Solution Overview**

- Integrated remote network & systems management platform, with business support, for IT service providers.

### **Why Cisco + N-central?**

- By leveraging N-central to monitor and manage customers' Cisco devices, Cisco Partners can improve service levels by becoming proactive, while increasing productivity and profitability.

### **Pricing**

- Available as on-premise software and as a hosted subscription-based service. Please email [cisco@n-able.com](mailto:cisco@n-able.com) for special Cisco Partner pricing.

### **End-User Benefits**

- End-users receive higher device/network uptime, faster issue resolution, fewer overall issues, better system performance. The business in general enjoys lower overall total cost of IT ownership and an improved ability to plan future IT projects.

### **MIS/Service Provider/IT Dept. Benefits**

- Boost technician utilization rates, end-user customer satisfaction and service levels. At the same time, reduce costs through services automation.

Learn more: <http://www.n-able.com/cisco>

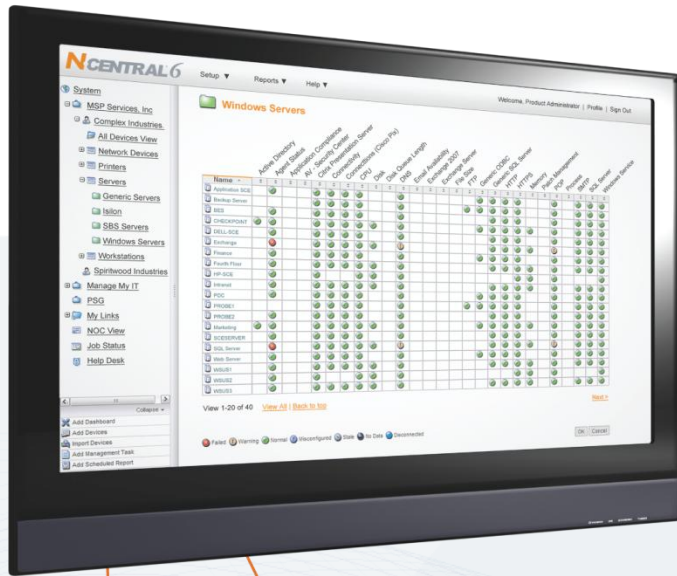
# N-central Technology Overview

# N-central is Rated #1



## N-central Network & Systems Management Software

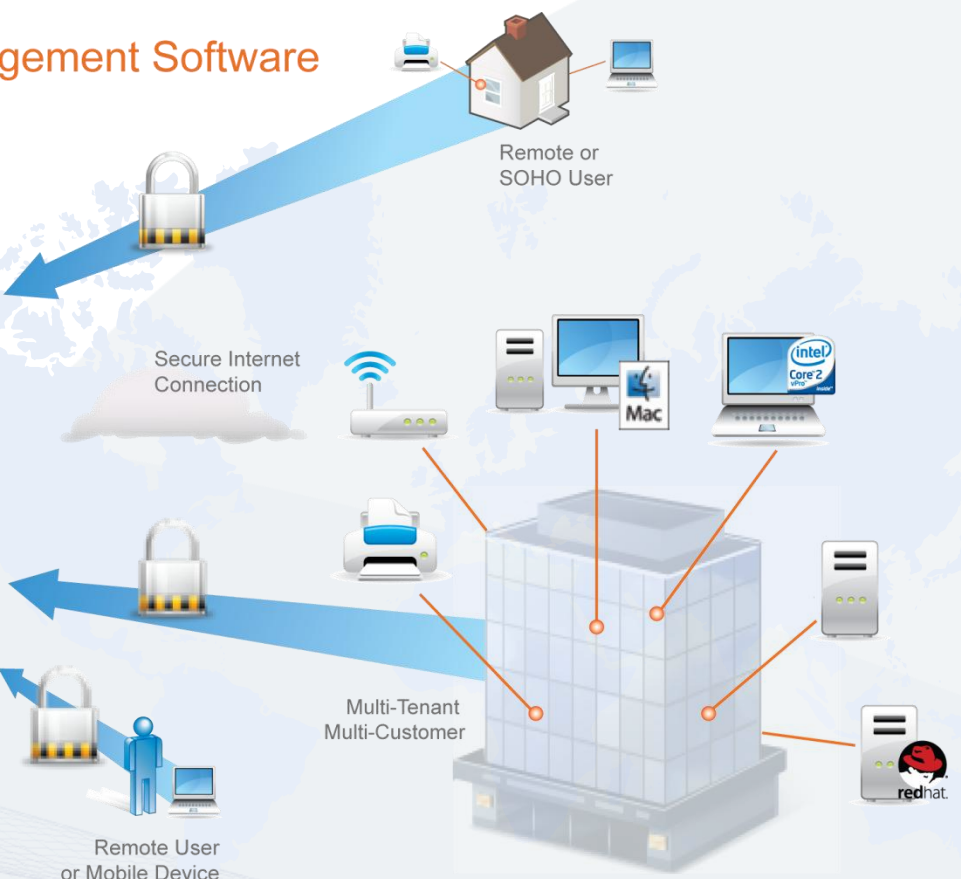
MSP Network Operations Center  
Centralized Dashboards, Notification, Reporting



Notify Tech Via Email, NOC, Pager or SMS



Report to Customer



Remote Control

Monitoring & Service Automation

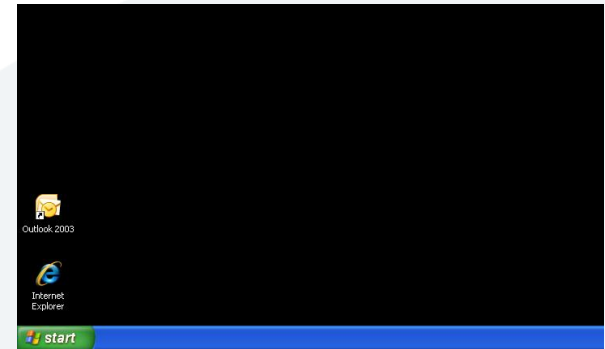
Policy Management

Remote Reporting

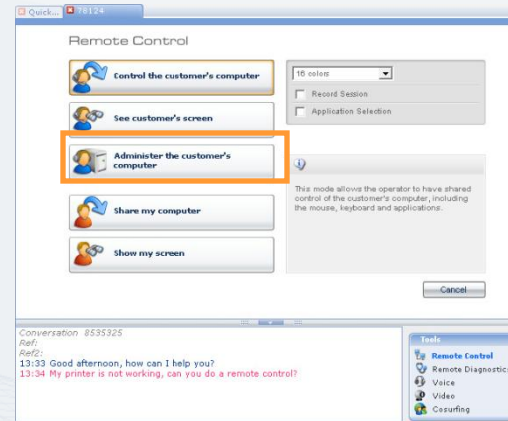
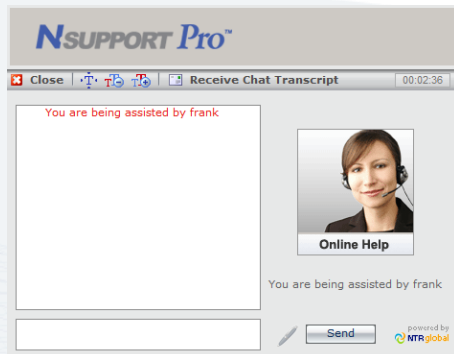
# Remote Control – Unmanaged Devices N-able



Remote User Requests Help



MSP Help Desk Attended Session



Secure Internet Connection



1. Windows, Linux, Mac and mobile devices
2. Save time and money
3. Support people remotely anywhere
4. Reduce on-site visits

## NSUPPORT Pro™

# Remote Control – Network Devices



Technician  
accessing managed  
devices

**All Devices View**

Enter search criteria

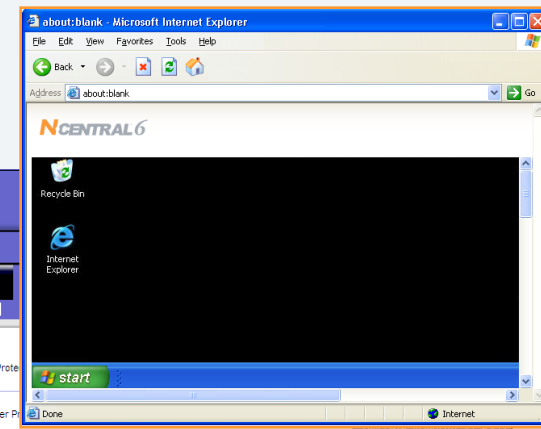
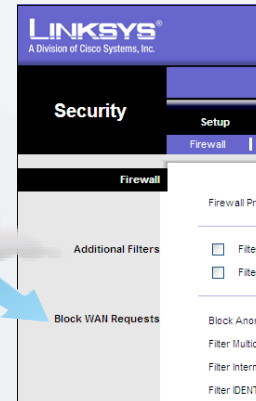
Folder To View: ACME Inc Devices

Add Import Delete -- More Actions -- Windows Agent Windows Probe

View 1-3 of 3

<input type="checkbox"/>	Name	Network Address	Status	Device Class	Agent Version
<input type="checkbox"/>	192.168.101.201	192.168.101.201		Switch/Router	-
<input type="checkbox"/>	REMDC	192.168.101.200		Windows Server	6.7.0.2060
<input type="checkbox"/>	SALLYDESKTOP	192.168.101.202		Windows Workstation	6.7.0.2060

View 1-3 of 3 Back to top



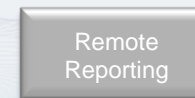
Secure  
Internet  
Connection



## Non-Windows :

1. SSH
2. Telnet
3. Generic Ports
4. Web Page

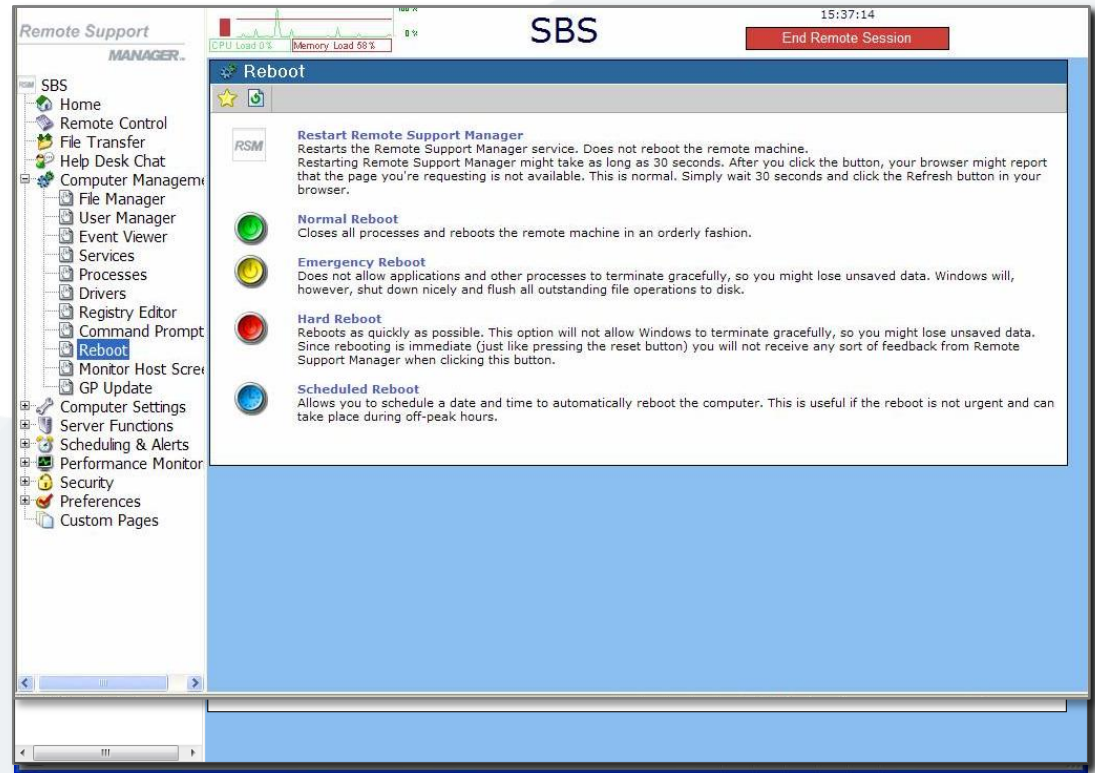
Remote Control Session



# Service Automation: How much do your customers value their time?

- Restart services/processes
- Edit the registry on the fly
- Transfer files
- Schedule a reboot
- Observe ports in use (listening and established)
- Take a look at the event log
- Use a true command prompt (behind the scenes)

***All Without Interrupting the User!***



Remote Control

Monitoring & Service Automation

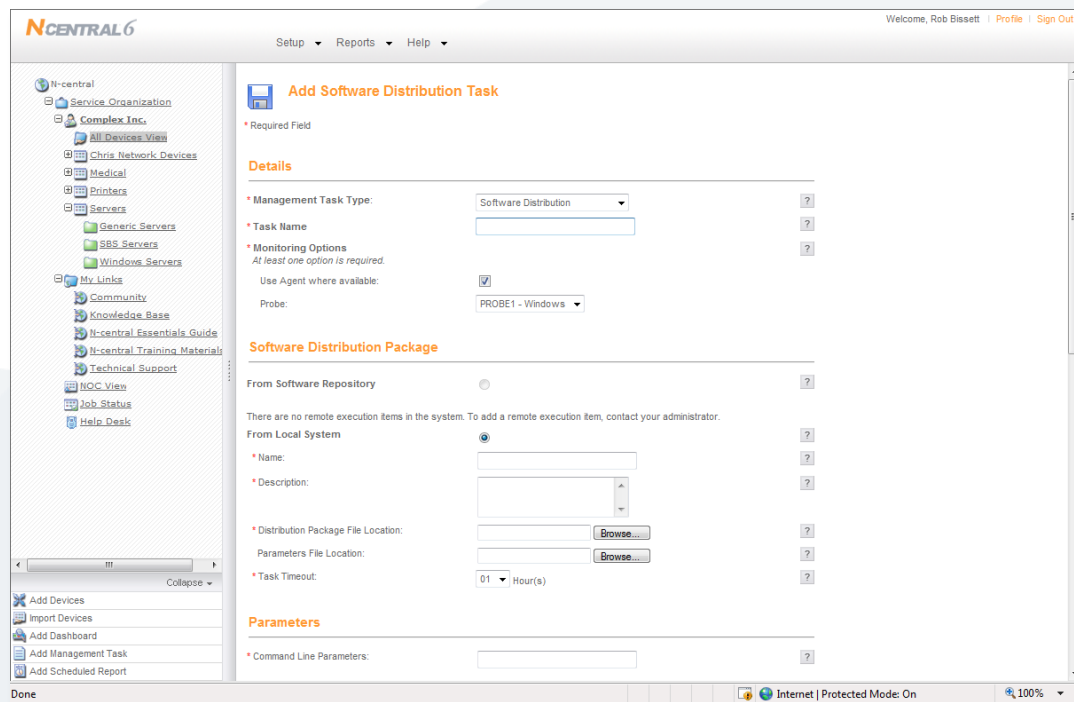
Policy Management

Remote Reporting

# Service Automation: Software Distribution



- Remotely deploy software
  - Supports .exe, .msi and InstallShield
  - Command parameter field
  - Upload software to repository
- Options to:
  - Schedule installation
  - Update one or many devices
  - Agent- or probe-based



Remote Control

Monitoring & Service Automation

Policy Management

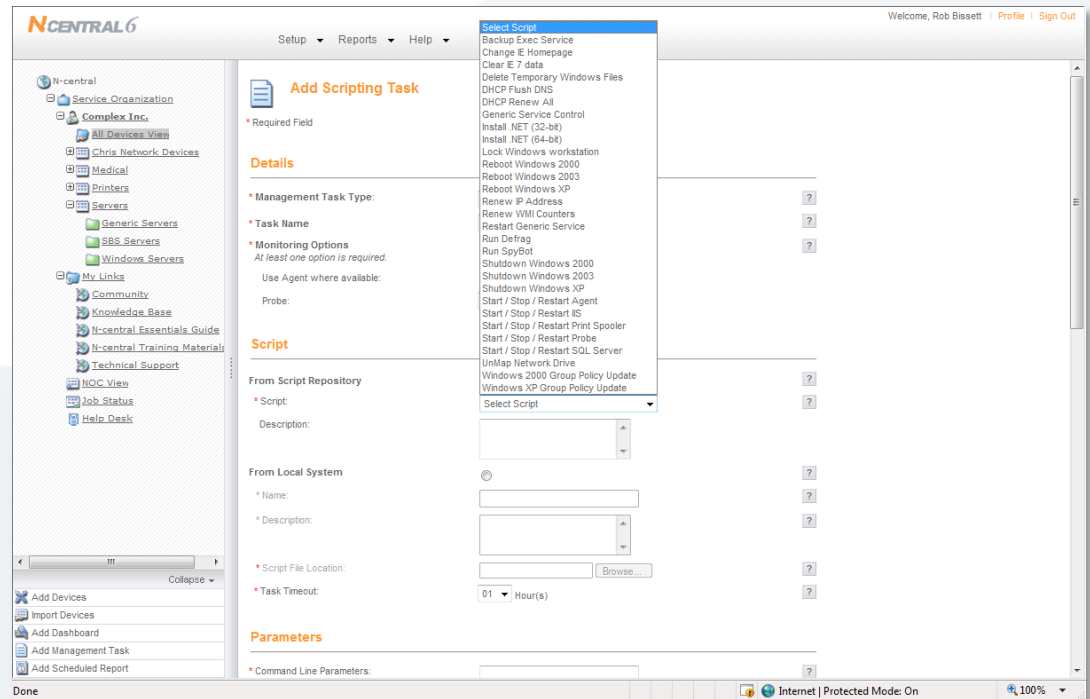
Remote Reporting



# Service Automation: Script Execution



- Automate routine activities
- Leverage pre-authored or custom scripts
- Schedule script execution automatically on one or many devices
  - Examples:
    - Check disk scripts
    - Defrag
    - System cleanup
    - Service restarts
    - Map network drives
- Save power
  - Scripted power shutdown/system reboot



Remote Control

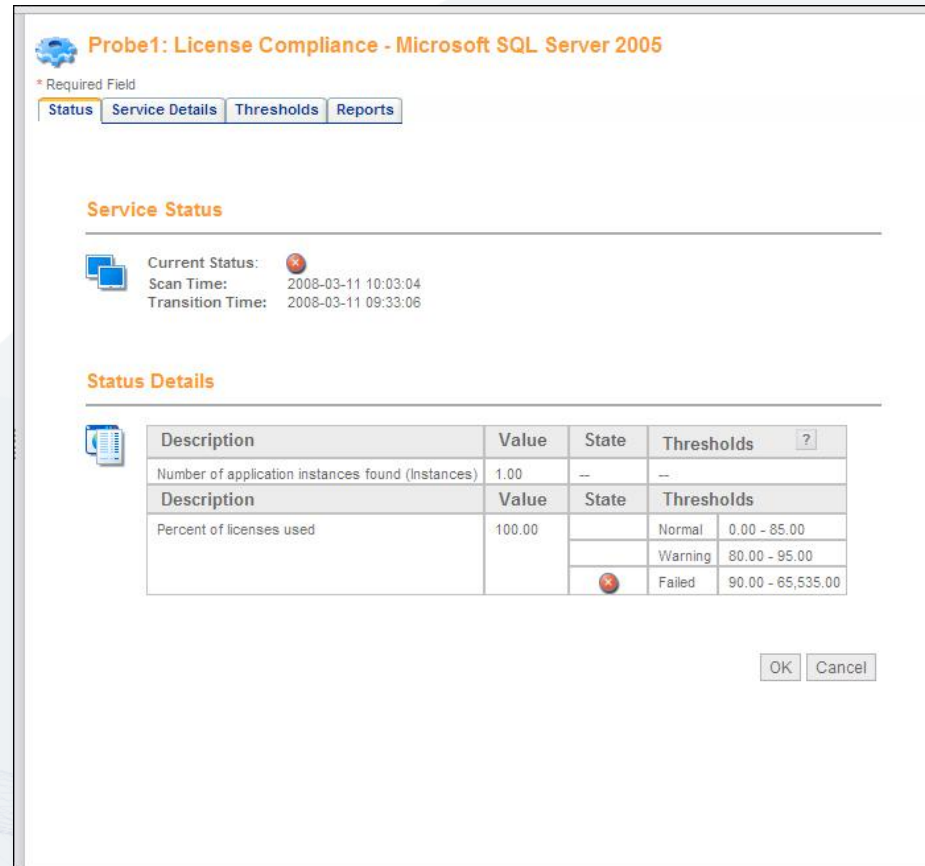
Monitoring & Service Automation

Policy Management

Remote Reporting

# Service Automation: License Compliance

- Automatically discover all installed applications on the network
- Enables you to enter the number of allowed instances
- Provides alerts when licensing limits have been reached




Probe1: License Compliance - Microsoft SQL Server 2005



\* Required Field

Status Service Details Thresholds Reports

### Service Status

Current Status:   
Scan Time: 2008-03-11 10:03:04  
Transition Time: 2008-03-11 09:33:06

### Status Details

Description	Value	State	Thresholds
Number of application instances found (Instances)	1.00	--	--
Description	Value	State	Thresholds
Percent of licenses used	100.00		Normal 0.00 - 85.00
			Warning 80.00 - 95.00
			Failed 90.00 - 65,535.00

OK Cancel

Remote Control

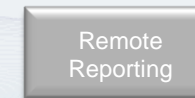
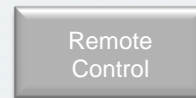
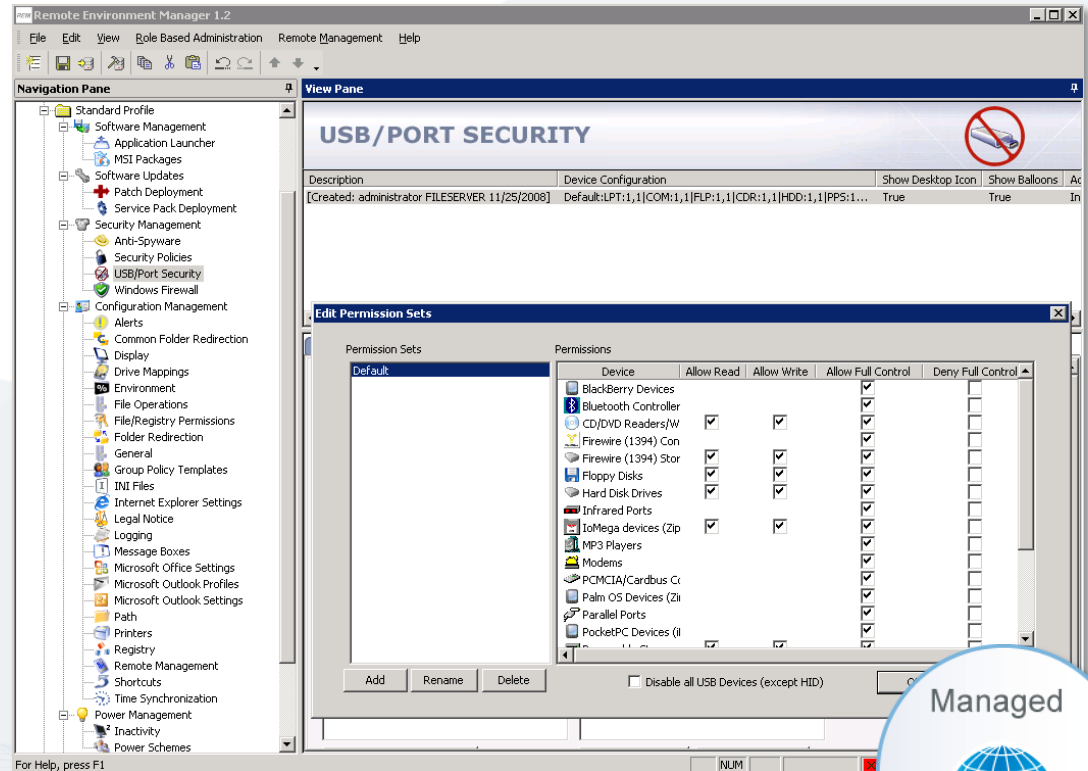
Monitoring & Service Automation

Policy Management

Remote Reporting

# Policy Management: Desktop

- Take advantage of Active Directory
  - Easy-to-use GUI
  - Manage the environment throughout its lifecycle
  - Eliminate support calls
- Features:
  - Power, group policy and security management
  - Printer and shortcut management
  - USB and port security
  - Automatic script execution
  - Outlook profiles, registry settings and permissions



# Monitoring: Multi-Tenancy NOC View



- NOC View
  - Multi-tenancy view of alerts
  - Acknowledge notifications
  - Drill-down capabilities
- Integration with PSA Vendors
  - Synchronization devices with asset information
  - Quick access from tickets to management console
  - Auto-creation of tickets from notifications

The screenshot displays the N-central 6 NOC View interface. The top navigation bar includes 'Setup', 'Reports', and 'Help'. The left sidebar shows a tree view of the system hierarchy, including 'System', 'Chris Reid Service Co.', 'Network Management Inc.', 'Service Organization', 'Complex Inc.', and various device categories like 'Printers', 'Servers', and 'PDC'. The main content area is titled 'NOC View' and features a filter bar with status options: Failed, Warning, Normal, Misconfigured, Stale, No Data, and Disconnected. Below the filter bar are buttons for 'Show Advanced', 'Filter', and 'Reset Filter'. The main table displays a list of alerts with columns for SO, Customer, Device/Probe, Device Class, Service, Status, Transition Time, and Notification. The table shows 15 rows of data, with the first two rows having a status of 'Failed' and the remaining rows having a status of 'Warning'. The bottom of the interface shows the URL 'http://pm-6.n-able.com/treeAction.do?collapse=service-organization\_50product-admin\_1' and the system status 'Internet | Protected Mode: On'.

SO	Customer	Device/Probe	Device Class	Service	Status	Transition Time	Notification
Service Organization	Complex Inc.	192.168.70.140	Printer	Printer Toner Level - ...	Failed	2008-Nov-19 15:48	--
Service Organization	Complex Inc.	192.168.70.140	Printer	Printer Toner Level - ...	Failed	2008-Nov-19 15:48	--
Service Organization	Complex Inc.	EXCH2K7	Windows Server	HTTP	Warning	2008-Nov-20 11:33	0 Of 1 Acknowledged
Service Organization	Complex Inc.	Netbotz 320	Other	HTTP	Warning	2008-Nov-19 15:48	0 Of 1 Acknowledged
Service Organization	Complex Inc.	Netbotz 320	Other	Netbotz Temperature - ...	Warning	2008-Nov-21 11:38	--
Service Organization	Complex Inc.	PDC	Windows Server	Patch Management	Warning	2008-Nov-20 16:15	--
Service Organization	Complex Inc.	PROBE1	Windows Server	Application Compliance	Warning	2008-Nov-17 15:04	--
Service Organization	Complex Inc.	TS-VMWARE	Windows Server	CPU - 2	Warning	2008-Nov-21 15:03	--
Service Organization	Complex Inc.	TS-VMWARE	Windows Server	CPU - 3	Warning	2008-Nov-21 15:03	--
Service Organization	Complex Inc.	192.168.20.4	Printer	Printer Toner Level - ...	Warning	2008-Nov-19 15:48	--
Service Organization	Complex Inc.	FILESERVER	Windows Server	Memory	Warning	2008-Nov-20 11:13	--
Service Organization	Complex Inc.	Mac Mini	Generic Workstation	Memory	Warning	2008-Nov-20 14:03	--
Service Organization	Complex Inc.	PDC	Windows Server	Memory	Warning	2008-Nov-21 09:49	--
Service Organization	Complex Inc.	SQL2K8	Windows Server	Memory	Warning	2008-Nov-21 15:02	--
Service Organization	Complex Inc.	vmware	Generic Server	Power Supply (Dell) - ...	Warning	2008-Nov-19 15:48	--

Remote Control

Monitoring & Service Automation

Policy Management

Remote Reporting

# Monitoring: Custom Dashboards



- Sales/Marketing
  - Identify with specific vertical
  - Create a true unique offering to clients
  - No reference to any other service providers/vendors
- Technical
  - Locate problem devices faster
  - Group devices by location/functionality/technician

Name	Active Directory	Agent Status	Application Compliance	Backup & etc	CPU	Disk	Disk Queue Length	HTTP	HTTPS	Memory	Patch Management	POP	Process	SMTP	SQL Server	Windows Service
Generic Servers	✓	!	!	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SBS Servers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windows Servers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Network Devices	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Other	✓	✓	✓	✓	✓	✓	✓	✓	!	✓	✓	✓	✓	✓	✓	✓

Remote Control

Monitoring & Service Automation

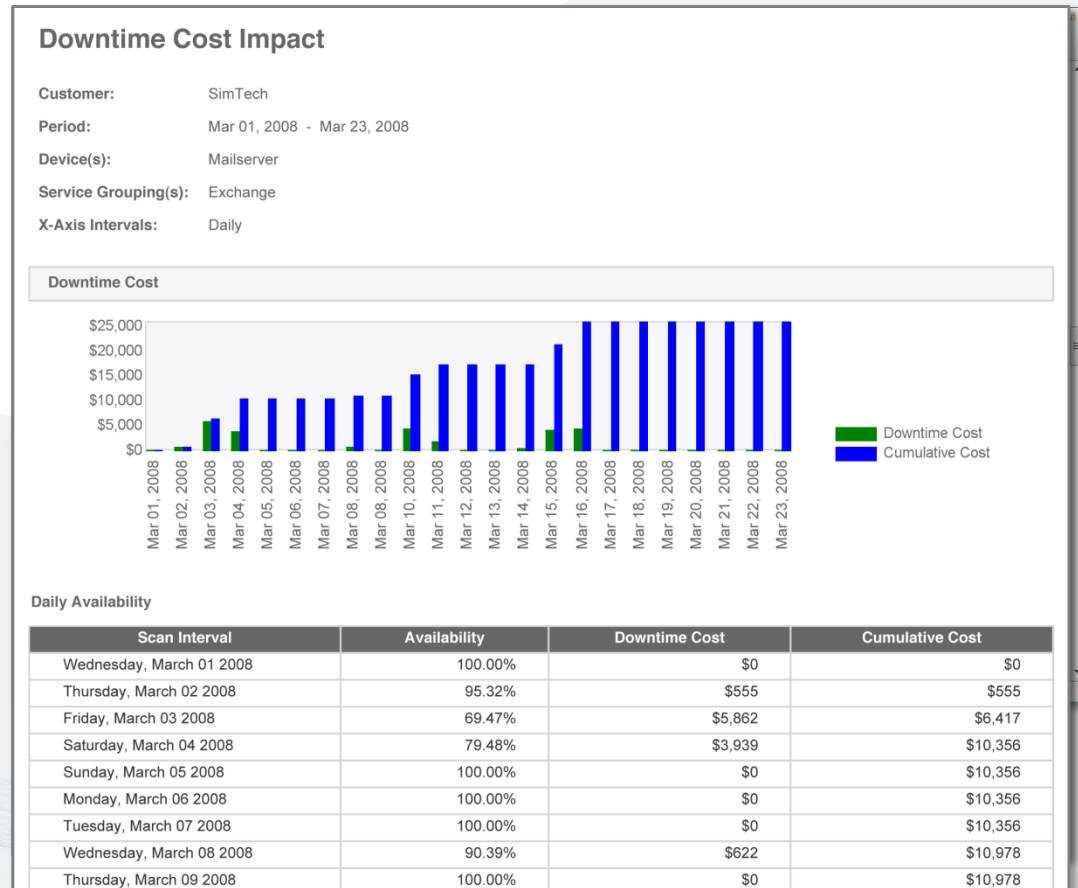
Policy Management

Remote Reporting

# Reporting: Demonstrate Your Value to Customer



- N-central Tactical Reports:
  - Technical Summary
  - Service Metrics
  - Detailed Status
- N-compass Business Reports:
  - Executive Summary
  - New Customer Acquisitions
  - Utilization Comparison
  - Availability Comparison
  - Capacity Planning
  - Downtime Cost Impact



Remote Control

Monitoring & Service Automation

Policy Management

Remote Reporting

# N-central Integration with Cisco

- N-central 6.7 currently has integration with the follow Cisco devices:
  - PIX firewalls
  - ASA firewalls
  - CCM 4.x, 5.x and 6.x
  - ESW-520 48-port switch
  - IAD2432 Integrated Access (FXS port) device
  - SR520 device (Secure Router)
  - UC500 series device
  - Unity Express Module



N-central 6.7 provides in-depth monitoring of Cisco PIX firewalls

- The **FW – Cisco** service monitors SNMP traps sent from the PIX device
- The **Connections – Cisco** service monitors the active connections the PIX device is handling
- The **CPU – Cisco** service monitors the CPU utilization of the PIX device
- The **Memory – Cisco** service monitors the memory utilization of the PIX device

N-central 6.7 provides in-depth monitoring of Cisco ASA firewalls:

- The **FW – Cisco** service monitors SNMP traps sent from the ASA device
- The **Connections – Cisco** service monitors the active connections the ASA device is handling
- The **CPU – Cisco** service monitors the CPU utilization of the ASA device
- The **Memory – Cisco** service monitors the memory utilization of the ASA device

## WMI-Based Services:

- CCM Analog Gateway
- CCM Analog Gateway FXO Port
- CCM Analog Gateway FXS Port
- CCM Annunciator
- CCM Call Activity
- CCM Conf Activity
- CCM CTI Activity
- CCM ISDN - Basic Rate Interface
- CCM ISDN - Primary Rate Interface
- CCM ISDN - T1 Trunk
- CCM ISDN - T1 Trunks
- CCM MTP - Transcoder
- CCM Music on Hold
- CCM Performance
- CCM Server

## SNMP-Based Services

- CCM Call Mgr Status
- CCM Conference Registration
- CCM CTI Registration
- CCM Gateway Registration
- CCM Phone Registration
- CCM VoiceMail Registration

# CCM 5.x and 6.x Integration



- As CCM 6.x is Linux based, the WMI-based services created for CCM 4.x no longer apply
- All of the SNMP-based services created for CCM 4.x are still applicable:
  - CCM Call Mgr Status**
  - CCM Conference Registration**
  - CCM CTI Registration**
  - CCM Gateway Registration**
  - CCM Phone Registration**
  - CCM VoiceMail Registration**
- As well, the following SNMP-based custom services are available online in the N-able Resource Center:
  - Cisco MGCP Gateway**
  - Cisco Media Device**
  - Cisco VoiceMail Device**
  - Cisco Phone**

# ESW-520 48-port Switch

## 192.168.10.18



- N-central 6.7 can monitor the following aspects of this device:
  - Dropped packets
  - Administrative and operational status of NIC interfaces
  - Inbound and outbound traffic utilization
  - Network availability via ICMP queries
- N-central users can remotely access the ESW Web page using N-central's 'Web Page' remote control

# IAD2432 Integrated Access (FXS Port) Device – 192.168.10.7



- Memory usage
- Traffic
- Interface health
- Connectivity

# SR520 Secure Access Router

## 192.168.10.5



- N-central 6.7 monitors the following aspects of this device:
  - Dropped packets
  - Administrative and operational status of NIC interfaces
  - Inbound and outbound traffic utilization
  - Network availability via ICMP queries
- N-central users can remotely access the ESW Web page using N-central's 'Web Page' remote control

- N-central includes a number of SNMP-based services that can be used across many of Cisco's product lines.
- These services provide in-depth monitoring on metrics that are critical to proactively resolving issues, including:
  - Dropped packets
  - Administrative and operational status of NIC interfaces
  - Inbound and outbound traffic utilization
  - Network availability via ICMP queries
- Depending on the type of Cisco device, one of N-central's many remote control capabilities (Web Page, SSH, Telnet, etc.) can be used to remotely access the device, without needing to open a VPN tunnel or first access another device on that same LAN



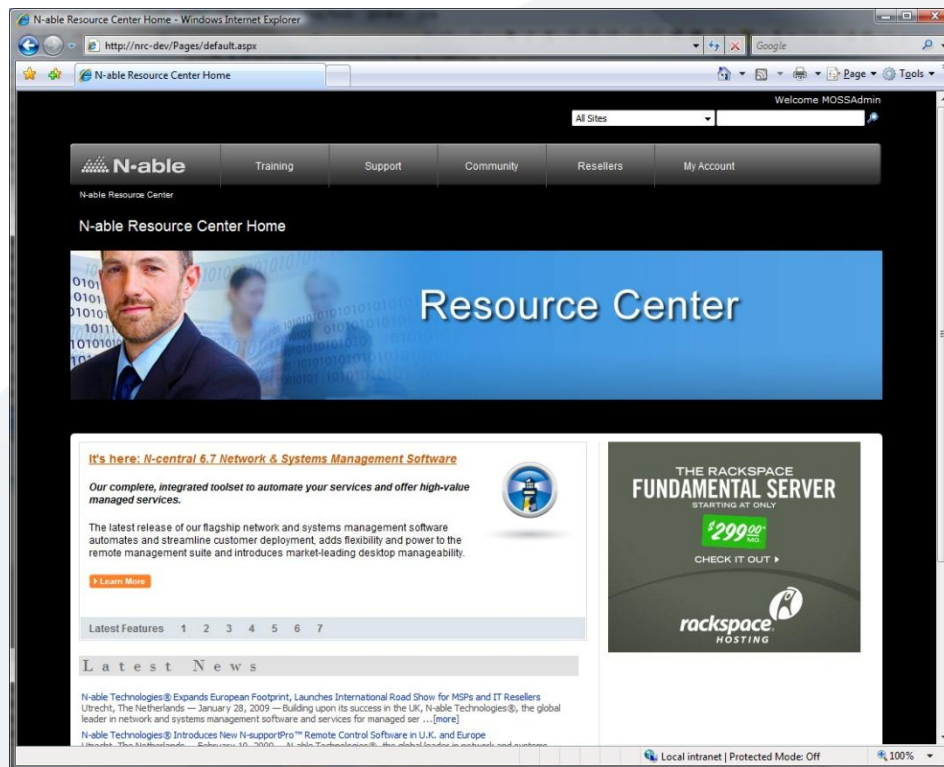
# N-central / Cisco Integration Roadmap N-able

N-central 7.0, due to be released end of Q3, will include the following enhancements / new services:

- CCM 6.x custom services will be stock services in N-central 7.0
- Addition of a CCM 6.x service template
- Ability to discover the serial number and model of PIX and ASA devices
- Ability to automatically discover and enumerate the Cisco Call Manager gateways, phones, voicemail devices and media devices
- Report the specific model of Cisco IAD devices

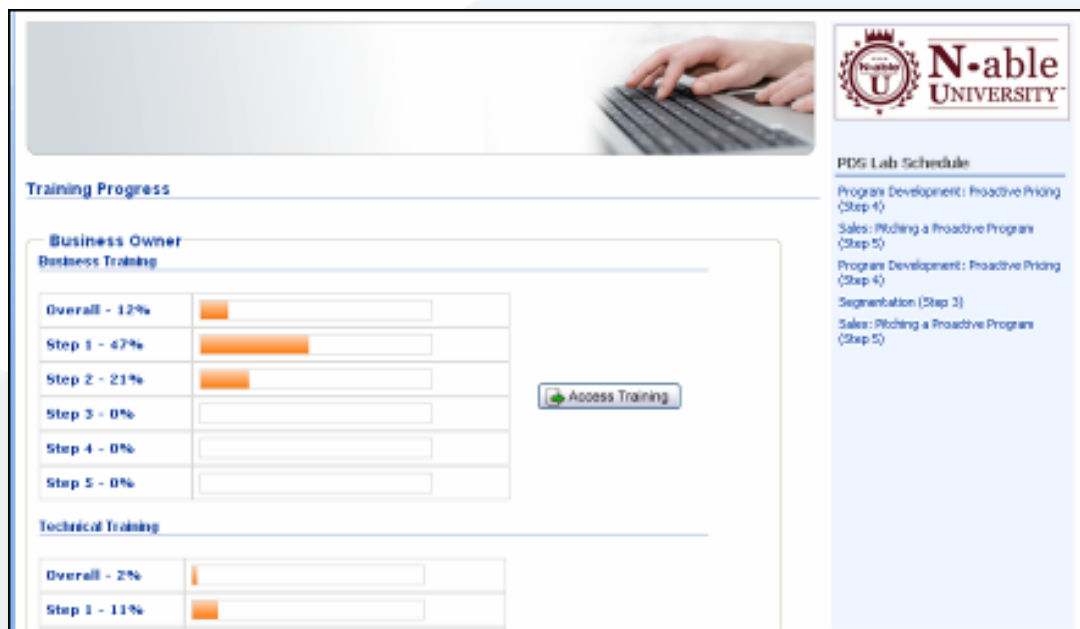
# Tools and Support Resources to Ensure MSP Success

- Technical and business training, certification, best practices
- Search all content
- Track your training progress, support cases
- Collaborative community: discussion boards, share custom-built resources
- N-able University: Training to help you evolve into an MSP
- Customizable and brandable go-to-market tools



***Ted Warner of Connecting Point of Greeley:  
'90% of issues are resolved without rolling the truck.'***

- Gain the expertise to:
  - Define your strategic program goals
  - Assess your business, technical and operational capabilities
  - Segment your prospects and identify their business pain points
  - Develop programs that remove prospects' pain
  - Build effective marketing and sales programs
  - Measure your success by determining how well you've done according to the plan



***IT Authorities, Tampa, FL:  
Increased annual gross profits by 2,800%,  
Pushed tech utilization rates above 90%***

# Sales & Marketing Collateral



- Powerful sales and marketing support tools:
  - Flysheet creator
  - Email teaser
  - PowerPoint presentations
  - Service level agreements
  - Pricing calculator
  - Case study
  - Newsletter
  - Press release
  - Call guides

Program Name

## Logo

### More Reliable Networks Are Our Business

Total network peace of mind. Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

Category	Value	Target	Status
Availability	99.99%	99.9%	Met
Uptime	365 days	365 days	Met
Response Time	15 min	30 min	Met
Incident Resolution	4 hours	8 hours	Met
Customer Satisfaction	4.5/5	4.0/5	Met

**Do these issues plague your business?**

- **Untimely network failures:** One of the most difficult tasks involved with maintaining a computer network is trying to predict what will fail and when. How often have you had to call your service provider because of an email or Internet issue and then had to wait for a technician to arrive?
- **Email failures:** The email server is down when you need to send an important email.
- **Waiting for service:** Your IT staff is busy and not always available when you need them.

**Program Advantages:**

- **Let's you focus on your business:** We are your network watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Prevention of network problems and failures:** Through early detection of impending issues, we can work to resolve many issues before they can affect your network and your employees' productivity.
- **Reduced Network Downtime through Proactive Maintenance:** Through regular, preventative maintenance activities designed to keep your network operating efficiently, we reduce the number of emergency incidents you encounter.

**Testimonial:** "«<<Company Name>> allows us to focus on core, revenue generating solutions, instead of day-to-day hardware and network maintenance.»"

**Outsourcing the total management of your important business IT resources to us is a partnership. Our comprehensive and professional approach means we are your IT department. By optimizing your network's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your network. Security, networking, data protection and user support — we handle it all for a single, predictable price.**

**Wave Technologies, Quincy, MA:**  
**Doubled sales and boosted productivity by 50%**

# Your Cisco Partner Support Team



1. **Cisco Dedicated Product Manager**  
[cisco@n-able.com](mailto:cisco@n-able.com)
2. **Partner Development Specialists** – Experts in the business, marketing and sales of managed services. *Your main programs & account contact.*
3. **Solutions Architects** – Experts in the deployment, integration and implementation of N-able's technical solutions. *Your main technical support contact.*
4. **Sales Representatives** – Work closely with you to help with your managed services sales objectives, such as customer events and sales calls. *Your main N-able contact.*
5. **Technical Support Desk** – Responds to technical issues with respect to N-able's products. *Your main technical issues contact.*



# Exclusive Subscription Offer for Cisco Partners

Cisco Partners can use N-central FREE  
for one year:

[www.n-able.com/ciscotrial](http://www.n-able.com/ciscotrial)

- A \$780 value!
- Monitor and manage up to 10 Cisco Small Business Pro Devices remotely for a full year.



# Thank you

## Questions?

Email [cisco@n-able.com](mailto:cisco@n-able.com)