

N-able At a Glance



For
Small
Business



Cisco Smart Business Communications System integrated with N-able

What is this solution?

The Cisco® Smart Business Communications System (SBCS) is an all-in-one voice and data solution designed to give small businesses fast access to the people and information resources they need to be efficient and productive. Designed for flexibility, the solution provides a level of integration with third-party applications that other vendors cannot match. Now SBCS offers support for N-able's N-central network and systems management platform. This complete solution lets managed services providers take advantage of an integrated remote network and systems management platform to deliver better network uptime, faster issue resolution, and reduced cost of ownership to their small business customers.

What business issues does the solution solve?

N-central enables managed services providers (MSPs) to support remote network monitoring and systems management of customer networks and systems on a single dashboard. It integrates with a range of Cisco products, including Cisco Small Business Pro Series platforms. Available as on-premise software or as a hosted subscription-based service, N-central automatically discovers network infrastructure and vital systems information in minutes. It supports remote management of Windows and non-Windows systems as well as network devices. And it lets MSPs distribute software, apply patches, execute scripts, and transfer files remotely and easily to their customers. The result is a robust, flexible solution that delivers features and capabilities that will help businesses boost efficiency, service levels, and profit, even during economic downturns.

What are the benefits?

Today's businesses rely on the network to support their most critical communications and business processes. The combined N-central and Cisco solution delivers a complete remote monitoring and systems management solution that enables MSPs to boost technician utilization rates, enhance end-user customer satisfaction, and maximize service levels. At the same time, the solution helps organizations reduce costs through automation of services. End users receive higher device and network uptime, faster issue resolution, fewer overall issues, and better system performance. Service providers and partners can improve service levels by becoming proactive while increasing their own productivity and profitability. Table 1 lists the features and benefits of the Cisco and N-able solution.

Table 1. Features and Benefits of the Cisco and N-central Solution

Feature	Description	Benefits
Scalable, flexible architecture	Provides remote management of many different networks, each owned by different customers and each located in a different place	Enables highly secure, scalable, and effective management of client infrastructures at the lowest possible cost
Remote monitoring	Monitors availability and performance of IP-enabled devices, and provides software agents and probes to gather all critical data and build an inventory of devices on customer networks	Helps detect problems before they cause downtime, and helps service providers improve differentiation
Remote management	Comprehensive set of remote management tools enables MSPs to manage customers effectively and deliver more than 90 percent of services remotely	Enhances efficiency and automates tasks to drive down costs
Remote control	Integrated remote control tools allow IT technicians to securely connect to a wide range of remote devices in seconds, from anywhere in the world	Reduces service delivery costs by minimizing visits to users and customer sites, and speeds problem resolution
Patch management	Integrates with Microsoft Windows Server Update Services (WSUS) to deliver centralized, web-based patch monitoring, distribution, and reporting, with the ability to manage patches across multiple customer networks	Simplifies the complex and costly process of managing and distributing patches
Automatic script execution and software distribution	Automates routine management tasks through the use of scripts, and enables automatic distribution of software to Windows devices under management	Automated process reduces manual tasks and time-consuming visits to customer sites
Tactical operational reporting	Supports tactical operations through utilization, detailed status, capacity, and event reporting	Eases troubleshooting by gaining insight into customers' IT infrastructure
Third-party interoperability	Integrates with leading third-party applications and technology, including Cisco, Microsoft, Intel, APC, and PCA	Helps improve efficiency, optimize workflows, and provide centralized reporting

Why Cisco and N-able?

Cisco, the leader in networking and communications, has teamed with N-able, a global innovator in network and systems management solutions and services for managed services providers (MSPs) and IT professionals. SBCS works smoothly with the N-central solution to provide a complete remote monitoring and management solution that is powerful yet cost-effective. Together, our experience and award-winning solutions help organizations reduce IT support costs, improve network performance, and increase productivity through the proactive monitoring, management, and optimization of IP-enabled devices and IT infrastructure.

What do you do next?

Contact your Cisco representative today to ask how SBCS, integrated with the N-central network and systems management platform, can help your organization maximize network availability, enhance performance of key business processes, control costs, and speed problem resolution.

For information on N-able, visit <http://www.n-able.com>

For information on Cisco Small Business solutions, visit www.cisco.com/go/smallbusiness/



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