The SolarWinds N-central platform helps IT departments conquer IT complexity, increase productivity, and safeguard their IT environment.

These days, your end users utilize multiple devices, BYOD, or a mix of the two. That means your time and resource-strapped IT department is likely busier than ever. You have to monitor and manage those devices, as well as an increasingly complex network, end user tickets, and endpoint security.

SolarWinds® N-central® software helps you bring complex networks and processes under control. Discover, manage, monitor, and fortify your entire network—all from one web-based console.

On top of that, you can increase technician efficiency through easy-to-implement automation. For example, using profiles, rules, and filters, you can preconfigure or update devices in bulk (even across multiple locations). N-central supports all types of devices—workstations, virtual machines, servers, routers, switches, smart phones, tablets, printers, and IoT devices—and is available hosted or on-premises based on your needs.

**KEY BENEFITS**

» Boost efficiency with sophisticated automation tools

» Increase visibility and control with critical information in a single console

» Enhance data and threat protection

» Resolve issues faster with information at your fingertips

» Improve uptime with proactive alerts and self-healing capabilities

» Automate your daily operations and focus on higher-priority projects
AUTOMATED MONITORING AND MANAGEMENT

IT support teams are responsible for managing and maintaining ALL aspects of their organization’s network. In addition, they have to be able to troubleshoot and respond to any issues across their entire network. There’s not a moment to waste. N-central not only provides the tools to deliver high-quality monitoring and support, but automation to make sure your time is spent on higher-priority projects, not wasted on repetitive tasks.

1. AUTOMATED ONBOARDING
   N-central can automatically discover and onboard your end user’s devices and apply monitoring best practices.

2. AUTOMATED SETUP
   Automatically install antivirus and patches and configure backup.

3. AUTOMATED MAINTENANCE
   Use our vast library of scripts or easily build your own with a drag-and-drop interface—no prior programming or scripting experience required.

4. AUTOMATED REPORTING
   Regularly show stakeholders and management the value of your work.

A BETTER WAY TO SUPPORT END USERS

N-central helps you deliver faster and more effective service by providing technicians with an extensive remote support toolset. Now, you can troubleshoot and resolve problems behind the scenes without interrupting other employees.

<table>
<thead>
<tr>
<th>TRADITIONAL IT SUPPORT</th>
<th>N-CENTRAL RMM SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Ticket in PSA</td>
<td>View Last Five Tickets</td>
</tr>
<tr>
<td>Open RMM</td>
<td>Troubleshoot Problem</td>
</tr>
<tr>
<td>Find Device</td>
<td>Fix Problem</td>
</tr>
<tr>
<td>Launch Remote Session</td>
<td>with Dashboard</td>
</tr>
<tr>
<td>Troubleshoot Problem</td>
<td>Fix Problem</td>
</tr>
<tr>
<td>(multiple windows)</td>
<td>with Real-Time Tools</td>
</tr>
<tr>
<td>Fix Problem (multiple</td>
<td>That Don’t Interrupt</td>
</tr>
<tr>
<td>windows)</td>
<td>the User</td>
</tr>
<tr>
<td>Disconnect from Device</td>
<td>(Steps Are Automatically</td>
</tr>
<tr>
<td>Open PSA</td>
<td>Recorded)</td>
</tr>
<tr>
<td>Open Ticket</td>
<td>Push notes to ticket</td>
</tr>
<tr>
<td>Type notes into PSA</td>
<td>Close ticket</td>
</tr>
</tbody>
</table>

USER KEEPS WORKING DURING SUPPORT SESSION

DATASHEET | SOLARWINDS N-CENTRAL

solarwindmsp.com
FEATURES AT A GLANCE

**DEFEND COMPREHENSIVELY**

- **Virus and malware protection** – Automatically deploy and manage BitDefender AV software.
- **Data backup** – Direct-to-cloud, one-click backup for all of your managed devices using SolarWinds Backup*.
- **Email protection** – Protect employees from phishing, spoofing, spam, social engineering attacks, impersonation, and other threats with SolarWinds Mail Assure*.
- **Endpoint Protection** – SolarWinds EDR* uses behavioral learning to detect threats and can initiate automatic rollback to minimize their impact. Fully integrated, so you can easily deploy and manage using N-central.
- **Disk encryption** – Leveraging Windows® (BitLocker®), SolarWinds disk encryption manager* renders data on devices unreadable to unauthorized users.
- **Password management** – Control password access to devices, networks, and applications while organizing and storing vital documents and information with SolarWinds Passportal + Documentation Manager*.

**SYSTEM REQUIREMENTS**

<table>
<thead>
<tr>
<th>DEVICE QUANTITY</th>
<th>CPU</th>
<th>RAM</th>
<th>HDD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000</td>
<td>2 Cores</td>
<td>4 GB</td>
<td>75 GB</td>
</tr>
<tr>
<td>3,000</td>
<td>4 Cores</td>
<td>8 GB</td>
<td>150 GB</td>
</tr>
<tr>
<td>6,000</td>
<td>8 Cores</td>
<td>16 GB</td>
<td>300 GB</td>
</tr>
<tr>
<td>9,000+</td>
<td>Additional configurations available on request</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Processor** – Intel® Xeon® 55xx series or later
- **Network** – 100 Mbps
- **Operating System** – Red Hat® Enterprise Linux 6 (x64)

**DID YOU KNOW:**

You can install N-central on a physical server or in a VMware® or Hyper-V® environment, or you can host it on Microsoft® Azure® or Amazon® AWS®.

* Billed separately
FREQUENTLY ASKED QUESTIONS

WHAT CAN I MONITOR WITH N-CENTRAL?
N-central will automatically detect almost any IP-connected device, and with hundreds of built-in monitoring services, we can monitor just about anything.

IS IT DIFFICULT TO GET STARTED WITH AUTOMATION AND SCRIPTING?
No. Our drag-and-drop automation builder lets you build automation typically in minutes—no programming or scripting experience necessary.

WHAT REPORTS CAN BE PRODUCED?
With Report Manager, up to seven years of historical data can be stored, and you can produce detailed technical reports to consultative - and executive-level business reports.

CAN YOU HELP SET UP MY FIRST DEPLOYMENT?
Yes. Our dedicated onboarding team can help you deploy to the very first device using our best-practice deployment methodologies.

CAN N-CENTRAL HANDLE ALL OF MY CUSTOMERS’ DEVICES?
Yes. N-central is used by thousands of technicians to monitor large, complex environments. Some of our IT pros monitor as many as 25,000 devices.

CAN I REMOTELY CONNECT AN END USER’S MACHINE THROUGH A FIREWALL?
Yes. Whether it’s a firewall or a roaming laptop, we provide various methods for you to remotely connect to and support your colleagues.

“With [N-central’s] Automation Manager, it’s astonishingly easy to script tasks—that’s a big help for our first- and second-level support technicians.”

Oliver Kaspar
Cofounder, Softbox