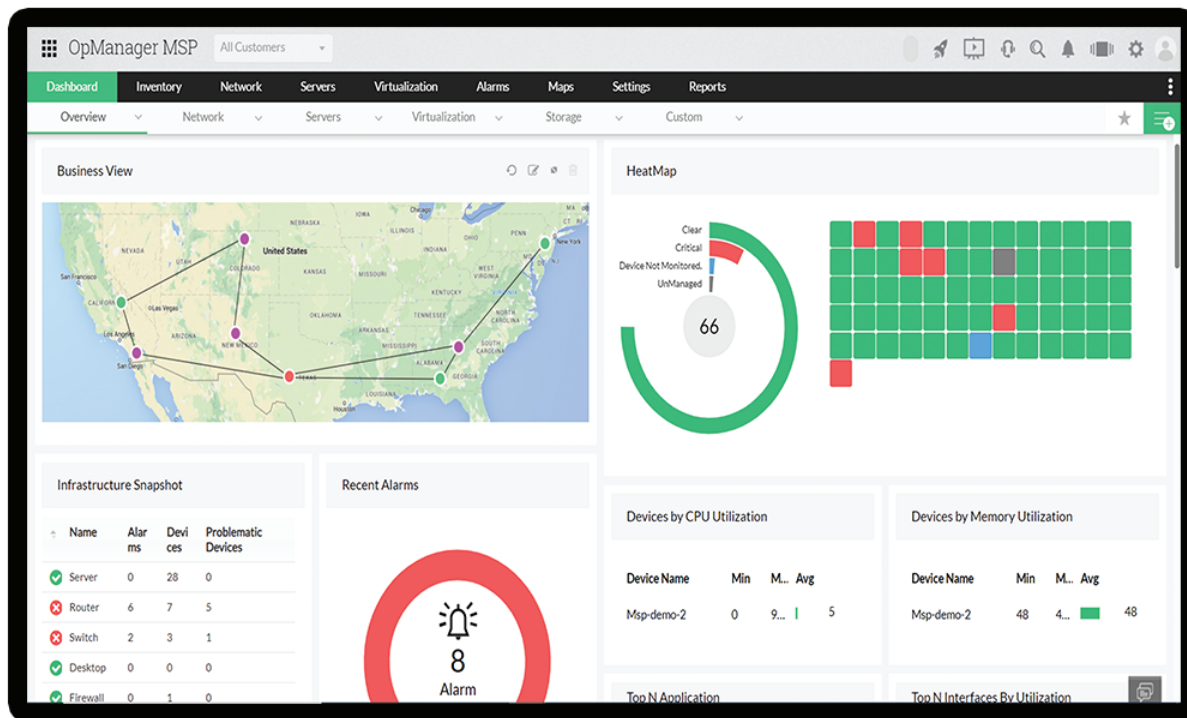# DATASHEET
OpManager MSP

OpManager MSP is a holistic, unified solution for managed service providers (MSPs) to monitor and manage multi-client networks located across the globe, all from a single console. It provides a simplified interface for MSPs to master the tool easily, monitor client networks in real time, and troubleshoot network issues faster.

Features

Simplified client onboarding

With support for over 8,000 infrastructure models, OpManager MSP comes with a simple, quick client onboarding system. Its discovery rule engine automates the process of adding monitors to the devices equipped with multi-level thresholds in just a few steps, eliminating any arduous and repetitive tasks for MSPs while onboarding.

Real-time multi-client network monitoring

Over 100 performance metrics available in OpManager MSP enable real-time, efficient monitoring of network performance, processes, event logs, and more.

Dashboard and NOC views

Use dashboards to keep track of client networks' performance at a glance with visibility for multiple critical metrics. OpManager MSP also provides various widgets to create client-specific custom dashboards. With network operations center (NOC) views, MSPs can acquire in-depth visibility into client networks, helping them forecast network issues and fix them proactively.

Network mapping

OpManager MSP offers a variety of tools to map all the devices in a network, like Maps, Business Views, and Layer2 Maps. This allows MSPs to gain in-depth visibility into multi-client networks, helping them view network performance and failures from a central console.

Multi-level, threshold-based alerting and notifications

OpManager MSP provides a proactive alerting system with the help of multi-level, threshold-based alerts. By receiving alerts based on the severity of a network issue, MSPs can troubleshoot more efficiently and systematically. Multi-channel notifications enable timely, proactive communication regarding critical issues with both internal and external stakeholders.

Workflows

Automate basic L1 and L2 fault management operations to save on manual overhead using workflows. Eliminate redundant operations; save on time, effort, and capital; and ensure reduced multi-client mean time to repair (MTTR).

Reports

Create client-specific reports from over 100 inventive reports available in OpManager MSP. Analyze the past performance of critical metrics, and correlate observations between multiple client KPIs to achieve optimum usage and forecast impending issues.

Integrations

ServiceDesk Plus MSP

ServiceDesk Plus MSP is a robust and effortless troubleshooting solution that helps MSPs act promptly on client network issues. It follows a clear and concise alerting system, allowing MSPs to track network issues and take suitable actions to fix them efficiently and prevent them from recurring.

Webhook

By integrating with OpManager MSP, webhooks can push notifications instantly to the preferred communication channel. Service providers can be notified about the issues in client networks via Telegram, Microsoft Teams, or any other channel on the go, helping them take prompt remedial measures.

REST API

Rest APIs allow MSPs to integrate third-party channels with OpManager MSP, and notifications can be pushed to those channels every time OpManager MSP raises an alarm. This gives MSPs more access and control over the notification and enables faster troubleshooting of network issues. MSPs can also update the status of an alarm even if they're away from the web tool.

Minimum system requirements

Central server		Probe server	
CPU	: Intel Xeon 3.5 GHz 4 cores/8 threads or higher CPUs with a total combined PassMark score of 7,000 or higher	CPU	: Intel Xeon 3.5 GHz 4 cores/8 threads or higher
Ram Size	: 16GB or higher	Ram Size	: 16GB or higher
Hard Disk	: 100GB minimum	Hard Disk	: 40GB minimum

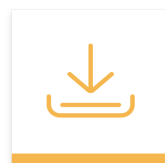|	
OS Windows	: Windows 11/10/8/7 (or) Windows Server 2022/2019/2016/2012 R2/2012/2008
OS Linux	: Ubuntu/Suse/Red Hat Enterprise Linux (up to version 8)/Fedora/CentOS/Mandriva (Mandrake Linux)
Database	: SQL 2017/2016/2014/2012/2008	OpManager MSP-bundled PostgreSQL

For detailed system requirements, click **here**.

Get in touch with us
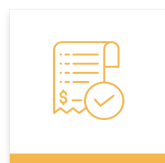
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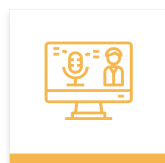
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