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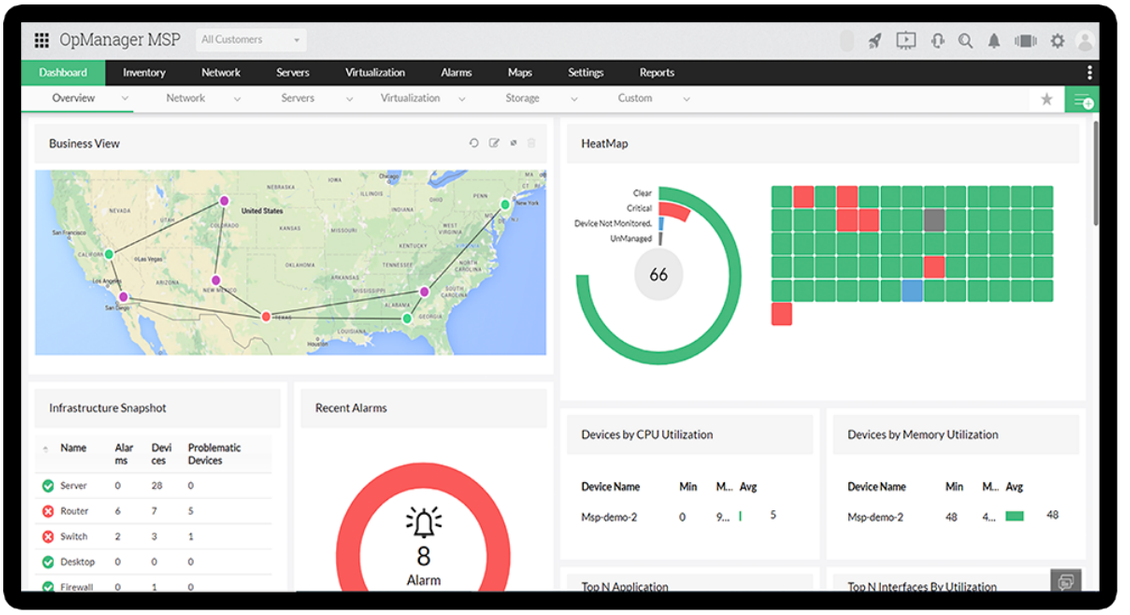
DATASHEET

OpManager MSP

www.manageengine.com/network-monitoring-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.



Why OpManager MSP?

Unidirectional Communication Between Central Server and Probes

OpManager MSP uses a unidirectional communication model, ensuring that client data remains private while still overseeing all client networks. This architecture minimizes exposure to external threats, giving MSPs and their clients the confidence that sensitive network information is fully protected regardless of geographic boundaries.

Probe Independence

Each probe server in OpManager MSP operates independently, ensuring that the failure of one probe does not impact the monitoring of other client networks. This resilient design allows MSPs to maintain uninterrupted network visibility and deliver consistent service quality across all managed clients.

Probe-Specific Access

Not all technicians need access to all client data. OpManager MSP's granular accesscontrol capabilities let MSPs manage user permissions at the probe level, so stakeholders only see dashboards and data relevant to their designated client networks — maintaining both operational clarity and data confidentiality.

Client-Based Probe Grouping

OpManager MSP simplifies management of multiple clients across distributed environments by allowing probe servers to be grouped by individual clients, reducing administrative overhead and enabling more focused, organized monitoring across all managed networks.

Centralized License Usage Control

License allocation across multiple client environments is managed from a single console, eliminating the need to track usage individually. MSPs gain full visibility and control over how licenses are distributed, making it easier to optimize resources and scale operations as their client base grows.

Features

Simplified client onboarding

With support for 11,000+ device templates covering a wide range of multi-vendor infrastructure models, OpManager MSP comes with a simple, quick client onboarding system. Its discovery rule engine automates the process of adding monitors to devices equipped with multi-level thresholds in just a few steps, eliminating any arduous and repetitive tasks for MSPs while onboarding.

Dashboard and NOC views

The Anomaly Dashboard tracks unusual activity and performance spikes across client environments, while dashboard sharing lets users collaborate with the right permissions. Combined with NOC views and client-specific custom widgets, MSPs gain comprehensive, real-time visibility into all managed networks.

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 — now extended to WAN IPs, SD-WAN controllers,

routing protocols, and Proxmox environments. Zia Insights further simplifies data interpretation by generating plain-language summaries of key metrics, helping MSPs surface patterns and anomalies without manual analysis.

Multi-level, Threshold-Based Alerting

OpManager MSP provides a proactive alerting system with the help of multi-level, threshold-based alerts. Adaptive Thresholds dynamically adjust alert values for critical monitors using machine learning-based predictive algorithms, reducingnoise and improving accuracy across client networks. Multi-channel notifications enable timely, proactive communication regarding critical issues with both internal and external stakeholders.

Network Mapping

Network Path Analysis enables MSPs to monitor performance, route patterns,and communication history across up to 100 network paths, complete with geolocation and Autonomous System details. Maps, Business Views, and Layer2 Maps provide additional visibility into multi-client network performance from a central console.

Workflows

Automate basic L1 and L2 fault management operations in Probes 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. The Capacity Planning Dashboard provides interface and device utilization trends with 90-day forecast visibility, while Incident Metrics — including MTTR, MTBF, and MTTA — allow MSPs to 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

CPU : Physical Machine: Intel Xeon 2.5 GHz, 4 cores/ 8 threads or higher
Virtual Machine: 2.5 GHz, 8 vProcessors, CPUs with a total combined PassMark score of 7,000 or higher

Ram Size : 16GB or higher

Hard Disk : 100GB minimum

Probe server

CPU : Physical Machine: Intel Xeon 2.5 GHz, 4 cores/ 8 threads or higher, Virtual Machine: 2.5 GHz, 8 vProcessors, CPUs with a total combined PassMark score of 7,000 or higher

Ram Size : 16GB or higher

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**.

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