# ManageEngine
Site24x7

Site24x7's scalable, multi-tenant platform for managed service providers

Most small and medium enterprises (SMEs) use managed service providers (MSPs) to manage their IT infrastructure efficiently. Besides handling massive amount of data and tackling security challenges, MSPs face the challenge of adhering to SLAs, country-specific regulations, and diverse customer demands. When many SMEs hire an MSP, that MSP has the added tasks of catering to the unique needs of each customer and monitoring different customer networks. To top it all, ever-growing customer demands requires an MSP to accommodate various plug-and-play functions.

A tool with multi-tenant support and a centralized full-stack monitoring platform with an easy-to-understand user interface can solve most of the challenges an MSP faces. With Site24x7 infrastructure monitoring, it's possible to capture the health and resource utilization of your customer's infrastructure components in real time, no matter where they are.

Site24x7 agents and probes can collect metrics from infrastructure components —including servers, containers, network devices, database instances, hypervisors, and storage—that reside in a data center, edge, infrastructure as a service, or PaaS.
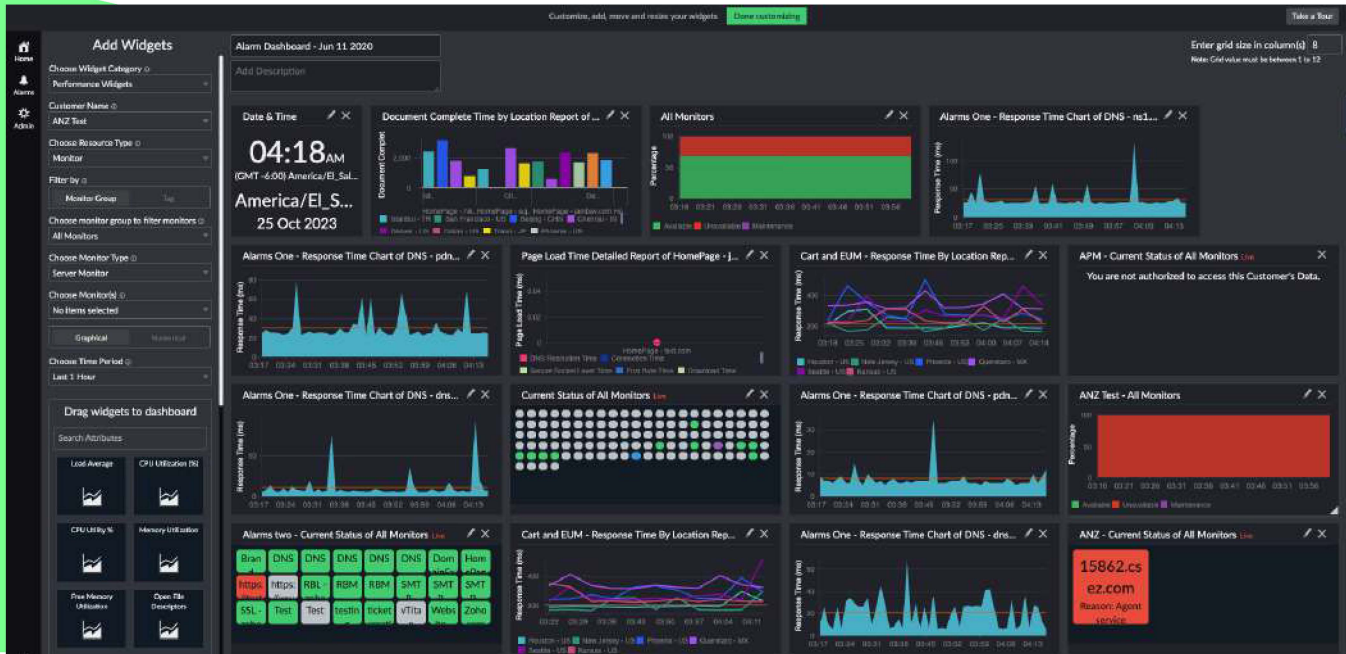
Here's how Site24x7's MSP palette can help you ensure uninterrupted service delivery.

- Multi-tenant approach for easy customer management
- Sever agent-based monitoring to track the health of your customers' infrastructure
- Probe-based remote monitoring for end-to-end visibility into your customer networks
- Detailed reports
- White labeling for brand recognition

- User roles for ease of administration
- Real-time alerts to reduce the mean time to repair (MTTR)
- Customizable dashboards and NOC views
- IT automation to save time
- Flexible pricing plan

"For any business that we take, any problem we have, the first tackle that we try to do is to use Site24x7 to resolve our problem. I can always look at Site24x7 as my main solution system. If MSPs want to have a successful business running as a mini-service provider, they can find solutions within Site24x7 definitely, and they are also cost-effective. One thing I find interesting is they (Site24x7) listen to us; they are receptive and genuinely interested in our pain point. -Mark Rolim

Why use the Site24x7 MSP platform?

30-day free trial

User-friendly and quick onboarding

Better uptime and ROI

Holistic view of your resources

Get notified through your preferred mode

Auto-healing through IT automation

AI-powered forecasts for determining plans

With Site24x7's MSP plan, you can:

- Monitor the digital experience offered by your customer's websites or applications and tackle the front-end complexities.

- Track critical metrics including CPU or disk usage using agent-based monitoring services.

- Monitor infrastructure hosted on public clouds like AWS, Azure, or GCP.

- Collect log data from multiple servers and index them on a central console to view and compare.

- Monitor routers, switches, and other devices for availability and performance details. View the performance at the device and interface levels, track the traffic flow across applications and IPs to identify and fix bandwidth hogs.

- Debug application errors at the code level and optimize database calls to improve application performance. Monitor application performance in real time, understand real user behavior, identify slow queries or exceptions, and much more.

- Share your service-related updates to end users using our public or private status pages.

- Provide high-quality service, quickly address issues, and maintain open lines of communication with customers.

- Stay up-to-date with updates on latest security threats and vulnerabilities.

- Retain reliability and customer trust by detecting and resolving issues before downtime or other issues.

- Provide cost-effective services to your customers.