



N-COMPASS

Advanced IT performance reporting
for MSPs and IT professionals.

- ✓ BUILD THE ROLE OF TRUSTED ADVISOR
- ✓ DIFFERENTIATE YOUR SERVICE OFFERING
- ✓ DEMONSTRATE PERFORMANCE AGAINST SLA'S
- ✓ DETAILED KPI REPORTS ON SERVICE
- ✓ QUANTIFY DOWNTIME COSTS

"WE OFFER QUARTERLY REPORTING TO OUR BUSINESS CUSTOMERS TO FURTHER DEMONSTRATE OUR VALUE. GIVING A CUSTOMER A REPORT WITH HARD FACTS ON IT SELLS ITSELF."

- Lisa Niekamp-Urwin, Owner, Sales, Project Manager, Tomorrow's Technology Today (TTT)

With an extensive library of pre-built reports as well as advanced custom report authoring, N-compass is the fast and flexible way to produce easy-to-read reports that enable MSPs and their customers to view and quickly understand IT performance data. N-compass reports address four major functional areas: business impact of managed services, long-term IT infrastructure performance, asset management and regulatory compliance auditing.

Designed as an offline reporting engine to ensure optimal performance, N-compass is seamlessly integrated with the N-central® remote monitoring and management platform. Available as an optional add-on tool it provides enhanced reporting capabilities that complement N-central's tactical and operational reporting.

BUSINESS IMPACT REPORTING

MSPs face a difficult challenge - in order to win business and build the role of trusted advisor, they must demonstrate the value of their services and communicate technical information effectively to customers and prospects. N-compass helps you to conduct initial network assessments and trial programs with clients, and makes it easy to explain IT infrastructure metrics by distilling relevant information and presenting it clearly and concisely.

LONG-TERM IT PERFORMANCE REPORTING

N-compass retains data over extended periods, allowing long-term analysis of key network metrics such as utilization comparison over different time periods, utilization-based device ranking and IT infrastructure performance within the exact hours and days as defined by an SLA.

ASSET MANAGEMENT REPORTING

Most service providers have multiple customers with numerous devices on their networks, making it difficult to manage these assets on a timely, cost-effective basis. N-compass provides a robust set of reports that ease asset management and help you to plan and build business cases for upgrades.

REGULATORY COMPLIANCE AUDITING

Reporting is a key element of regulatory compliance in industries ranging from financial services to health care, and is absolutely essential for compliance-related audits. N-compass gives you the power to address the IT aspects of regulatory compliance, through reporting on: system and security events in the network, state of the backup protection, remote control access and patch status.



www.n-able.com

BENEFITS

Differentiate your offering

Product reports that demonstrate the unique value of your services.

Build the role of trusted advisor

Earn customers' confidence by effectively managing their infrastructure.

Enhance service levels

Quickly generate reports about mission-critical network components.

Better plan IT Investment

Help customers make cost-effective IT decisions based on reliable data.

Use N-compass as a sales tool

Show SMBs how you can reduce their IT and downtime costs.

KEY FEATURES

High-powered reporting engine

N-compass is integrated with N-able's N-central RMM software. Use it to report on key service performance metrics such as uptime, capacity and security. Automatically collect data from multiple N-central servers and build aggregate IT performance reports.

Long-term Data Retention

N-compass features extended data retention, which enables you to generate year-over-year reports and satisfy regulatory requirements pertaining to long-term data availability.

Time-based SLA reporting

Conduct high-precision IT performance assessments using time-based SLA functionality. Report on IT infrastructure performance for any time period covered under an SLA.

Multi-stakeholder reports

Communicate vital information to executive, management, operational and technical stakeholders, as well as external parties such as auditors.

Detailed analysis of key metrics

Track the performance of monitored services for the purposes of business impact and predictive analysis. Help customers make informed IT investments and improve efficiency.

Custom report authoring

Using the drag-and-drop Microsoft Report Builder tool, you can create additional reports that leverage the data from within the N-compass data warehouse and create reports specific to your service offering.

EXTENSIVE REPORT LIBRARY

N-compass' 25 pre-built reports allow you to gather and communicate vital IT and business information. Some of the reports are highlighted here.

Asset Management Reports

Track the hardware and software on a customer network. Identify devices not meeting minimum required configuration, and plan upgrades accordingly.

Availability Comparison Report

By comparing infrastructure availability for selected periods, you can do trending analysis for early detection of availability issues. Also, support your upsell efforts by comparing device availability for customers at different service levels.

Capacity Planning Report

Identify devices approaching utilization limits. This allows you to proactively prevent system failures, correct performance issues and justify/plan hardware upgrades.

Downtime Cost Report

Demonstrates the costs associated with a service downtime for a given time period and the cumulative costs for the entire period.

Executive Summary Report

Using this scorecard view, demonstrate to your customer's executive team that your service is providing business value and meeting/exceeding SLAs.

Event Log Reports

By tracking system, application and security events on the network, this set of reports offers valuable information required for regulatory compliance audits.

