WAVEFRONT FOR MANAGED SERVICE PROVIDERS

Use Cloud Analytics for Differentiated Value to Your Customers

AT A GLANCE

Wavefront by VMware is a SaaS based monitoring and analytics platform to alert, troubleshoot and dashboard on full-stack environments based on public, hybrid and private clouds.

KEY BENEFITS

- Easy onboarding with a single unified view into customers' cloud-based applications, kubernetes and underlying multi-cloud, hybrid and on-premises infrastructures

- 200+ turn-key integrations across apps to infrastructure with real-time visibility into all health and performance metrics

- Multi-tenancy architecture at scale, ideal for MSPs with hundreds of customers – delivered with precision, stability speed, and depth of features.

"Customers know they need to move to cloud to remain competitive, but their cloud expertise is often lacking. We use Wavefront for at-scale cloud monitoring and analytics as part of our consulting practices so we can better optimize workloads aligned with business needs. It's what we do with the monitoring data that sets us apart. Wavefront adds new value and more advanced services for our customers."
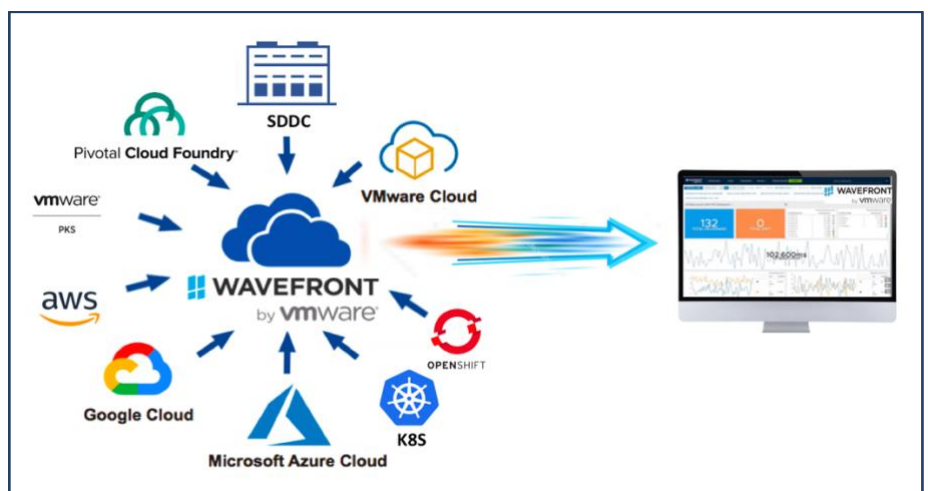
Calvin Lam, Co-founder and CEO of Masterson, Cloud MSP

MSP Opportunity for Cloud is Huge

Managed service providers (MSPs) can win big with cloud as more of their customer's IT infrastructure migrates to cloud for digital transformation and modern app workloads. To exploit mainstream adoption of cloud computing, MSPs must find ways to easily manage hybrid environments of public and private, multi-vendor clouds. As a result, Cloud MSPs need cloud monitoring and analytics tooling that not only provides clear insights to assure their customers' cloud apps and infrastructure, but also add new revenue streams based on AI-driven analytics.

Wavefront's Value for Cloud MSPs

Wavefront provides full-stack visualization and alerting into dynamic public multi-cloud, hybrid and on-premises environments that help MSPs understand their customers' stacks. With 200+ turn-key integrations Wavefront enable MSPs to accelerate new customers onboarding. In one place, Wavefront enables efficient and proactive container monitoring and full cloud management at scale.

Wavefront is the first pane of glass for cloud applications, kubernetes and infrastructure.

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Wavefront's Key Differentiators for MSPs Include:

First pane of glass for cloud applications, kubernetes and infrastructures. See everything quickly with 200+ integrations. Wavefront 3D Observability seamlessly aggregates metrics, traces and histograms across the full DevOps stack.

Service delivery optimization and customer SLA assurance – get to the "why" faster with customer-specific, AI-driven alerts, troubleshooting and dashboard analytics.

Faster troubleshooting with advanced search and full correlation across all service layers – application to cloud and infrastructure – to reduce MTTD/MTTR and costs.

New revenue streams with data analytics as a service dashboard – provide all your customers with customized dashboards of their business performance in real-time.

Multi-tenancy at massive scale – MSPs easily support hundreds of customers.

Per customer, role-based access control – set on dashboards, alerts & other assets.

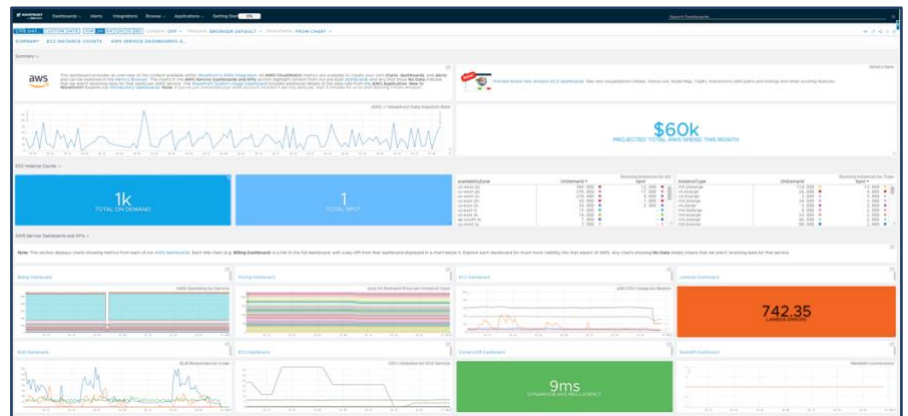**MSP supervisory controls** - manage all customers in aggregate, drill down to any.

Simple, data consumption-based pricing model - makes it easy to price customers.

Fast customer onboarding – simple setup, full docs, responsive customer support.

Wavefront Optimizes Service Delivery and Empowers MSPs to Meet Customer SLAs

MSPs use Wavefront to accelerate both new cloud-native customers onboarding as well as customers migrating from on-premises to cloud. Wavefront makes it faster to resolve hidden customer cloud anomalies at scale quickly with:

- Sophisticated AI/ML-driven alerts distinguish anomalies from everyday fluctuations
- Unified metrics, traces and histograms enable earlier detection & faster resolution
- One-second resolution, real-time analytics in dashboards empower more efficient search and better correlation across services and environments

Wavefront automates cloud-native monitoring, turning multi-cloud and container implementations, code deployments, ongoing operations, and capacity management into repeatable and simplified experiences – helping MSPs to reduce overall services costs of their customers by 30-40%.

To learn more, get started for free at the Wavefront sign-up.

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