

# Scalable multi-tenant network observability

A single platform for MSPs to monitor, optimize, and report on every customers' network

## Managed networks need end-to-end visibility and reliable performance

Managed service providers (MSPs) recognize the growing challenge that network teams face in planning, deploying, upgrading, maintaining, troubleshooting, and monitoring increasingly complex network environments spanning on-premises, the cloud, and remote sites. This work is highly data-driven and relies on accurate interpretation of data coming from applications, devices, and traffic flows. As networks scale and diversify, network teams are often inundated with data, making it harder to isolate issues quickly and ensure reliable performance across the enterprise.

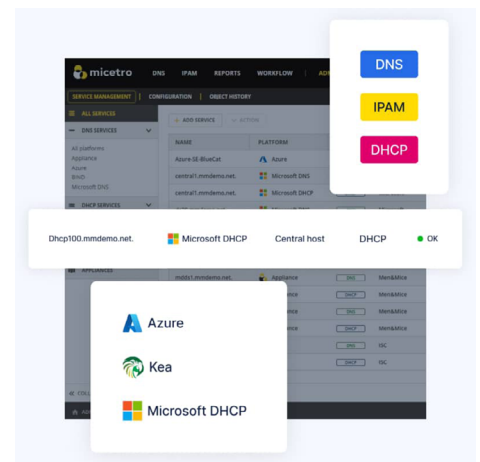
To effectively manage their customers' networks, MSPs recognize that predictable network performance of business-critical applications in complex environments is crucial. An MSP's offerings must deliver cost-effective, value-added services that offer customers end-to-end network visibility, network data management, and reliability.

## The solution: LiveSP

BlueCat LiveSP is a scalable, multi-tenant network observability and intelligence platform for MSPs. It allows MSPs to monitor, optimize, and report on the performance of every customer network through a single, unified platform.

By combining application-aware observability, automated provisioning, and customizable reporting, LiveSP helps MSPs deliver differentiated, value-added services at scale. It supports multi-vendor environments, including legacy and SD-WAN infrastructures, while providing deep visibility into network and application performance.

With integrated automation, service-level agreement (SLA) reporting, and customer-specific portals, LiveSP empowers MSPs to improve operational efficiency, accelerate troubleshooting, and deliver measurable business value to their customers.



## Benefits

- ✓ **Maximize customer outcomes**  
Optimize the networks you manage by visualizing the traffic and performance of every customer application across WAN, SD-WAN, and multicloud environments.
- ✓ **Optimize client network and application performance and end-user experience**  
Give your customers full visibility into their network infrastructure and differentiate with value-added services.
- ✓ **Proactive issue resolution**  
Provide every customer with deep visibility into their network and application performance, with customized dashboards and reports that support fast troubleshooting and proactive issue resolution.
- ✓ **Deliver better services more efficiently**  
Integrate with existing provisioning tools and automate the setup of monitoring, alerts, dashboards, and reports to service more customers with less manual effort.
- ✓ **Simplify management of complex multi-vendor customer networks**  
Manage legacy networks, SD-WAN deployments, and hybrid environments with a single, unified platform that integrates flow data, SNMP, APIs, and telemetry from multiple vendors.

## Features



### Real troubleshooting

From high-level summaries to deep analysis, users can leverage application-aware dashboards to evaluate performance, distinguish critical traffic, and ensure consistent SD-WAN and quality of service.



### SLA report builder

This reporting module converts network and application data into customizable widgets, simplifying report creation and allowing teams to focus on delivering value rather than time-consuming manual reporting tasks.



### SD-WAN topology visualization

LiveSP analyzes SD-WAN metrics and displays them in an intuitive dashboard, allowing users to visualize traffic flow and quickly understand the causes of re-routing.



### Out-of-policy alerts

LiveSP generates alerts for out-of-policy network and application issues, allowing IT teams to drill into health metrics and quickly determine root causes.



### Automated configuration and personalization

Tailor customizable user interfaces to enterprise needs, integrating with tools like network functions virtualization orchestration, while offering self-service portals for configuration and expert support.

BlueCat's Intelligent Network Operations (NetOps) solutions provide the analytics and intelligence needed to enable, optimize, and secure the network to achieve business goals. With an Intelligent NetOps suite, organizations can more easily change and modernize the network as business requirements demand.

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#### Next steps

Discover how you can use a single platform to monitor, optimize, and report on every customers' network.

[Learn more](#)

