

Enhance Your Managed Service Business with PRTG

Offer Monitoring as a Service With PRTG Network Monitor



“All of my competitors have some kind of monitoring service in place, but PRTG is a lot better than anything I've seen my competition using. The depth of information I get from PRTG makes us so much more efficient. I've gotten a lot of clients who have left other MSPs because their service wasn't good. When I show them what I can offer through PRTG, it's an easy sell.”

Jon Berry, Owner, Green Olive Tree

“The biggest benefit, both for my company and my customers, is that I know in minutes when things are wrong-sometimes before they know. This makes me look like the hero swooping in to save the day quickly!”

Daniel Covell, President, The Covell Group

“PRTG blew away the competition in terms of value and functionality. The other products we looked at didn't offer the remote probe feature, yet they were in the \$80,000 range. PRTG's combination of extremely useful features and all-in licensing made it the natural choice.”

Jorge Azcuy, Director of Technical Services, Compuquip

Improve Your Service, Grow Your Revenue

Know your customers' networks like nobody else and become your customers' indispensable IT Expert.

Monitoring your customers' IT infrastructure will help to improve your service by avoiding unplanned downtime and enabling you to meet Service Level Agreements (SLA). Go the extra mile – Create customer reports utilizing PRTG's reporting engine or the status display of their networks' performance using PRTG maps. PRTG helps you to establish yourself as your customers' best possible service provider.

Generate Revenue with PRTG

Gain deep insights into your customers' networks and discover new business opportunities.

PRTG stores all monitoring data as RAW-data which allows for precise long term analysis. If a server is under-performing, if more bandwidth is needed, or if the time has come to implement virtualization – you will know it before it actually becomes an issue. This is your chance to proactively service your customers and generate follow-up business.

Avoid Bureaucracy, Save Money

No complicated MSP-licensing, no expensive partnership get any PRTG license and start your MSP monitoring business today.

All PRTG licenses from the free 100 sensor license up to the PRTG XL5 license include the entire MSP feature set. Each of them allows you to use as many remote probes for as many customers as you want to. Technical limits may apply. Just download a copy of PRTG and try yourself: www.paessler.com/download.

Keep it Lean And Simple

Benefit from PRTG's Architecture. Monitor as many customer networks as you want with one license of PRTG using the remote probes feature.

PRTG consists of two parts, the core server and probes. The core server manages all the monitoring data, including storage, analytics, and reporting. Probes gather data using sensors (requests or checks). Install the core server in your datacenter and the remote probes within your customers' networks. The probes will gather data and send it to the core server through the internet via SSL encryption–no VPN required. You can use as many probes as you want to with each license of PRTG, even with the free 100 sensor license. That means that there is no limitation by licensing regarding the number of customers per PRTG installation.

Manage Your Customers Individually

As a multi-tenancy software, PRTG offers a rights and roles based user management system which gives your customers controlled access to their data.

For each customer you can define the type and quantity of sensors they are allowed to use. Your customers can then assign rights down to their groups and users, and customize their view. Each customer will only see and have access to their very own probes and devices.

If you only want to show your customer their monitoring results, PRTG offers tailored views based on an easy-to-use map editor that lets you create attractive and clear HTML-maps with a simple link or password.

Customize it

Build custom extensions for your customers and offer them a branded web interface.

PRTG is an extensible solution that easily integrates with other tools and solutions. You can build custom extensions for your customers' individual hardware and software. The documented API and the PRTG custom sensors make it easy. And with the PRTG mini probe API you can build your own probes for other operating systems such as Linux or Android.

By customizing the PRTG CSS-styles you can also brand the PRTG web interface. Using the PRTG maps editor you can offer your customers attractive and clear dashboards within their brands look and feel.

Make it Easy

PRTG has been designed with ease-of-use in mind: Your customers will love it.

More than 95% of our users would recommend PRTG to their friends and colleagues or already have. The only way to find out more about PRTG's usability is to get your hands on it with our free 30 day trial. Just download the software and test it for yourself. PRTG comes with its own included database (no extra database installation, configuration or license required). Specifically optimized for monitoring data, the PRTG database has much better performance. PRTG runs on any Windows machine (Windows 7 or later) and no additional software is required.

Download The Free License And Scale PRTG to Success

Free starter license and easy upgrade path.

You can start without any upfront costs by installing the **completely free** 100 sensor license. No matter which license you choose from the beginning, you can always upgrade to a higher license (up to PRTG XL5) by just paying the price difference as your monitoring needs grow.

Become a Monitoring Expert AND a Reseller

Using PRTG to offer monitoring as a service will make you the monitoring expert for all of your customers.

Whether you want to monitor your customers' networks to ensure best in class service, or enhance your business by offering monitoring as a service to your customers; PRTG Network Monitor is the easiest way to do it. We have made PRTG MSP-friendly in all aspects.

Why not sell additional PRTG licenses to your customers? Many customers drive their own IT alongside your hosting services. When these customers see the monitoring results for their hosted environments, they often want to monitor their local networks with PRTG, too. That's your chance to sell them their own PRTG license and add an additional revenue stream. It's easy with our lean and fair reseller program. Have a look at our partner page: www.paessler.com/partners/become-a-partner

Find answers on frequent questions and a ROI-calculation within the appendix.

“ We had been using an open source monitor for Linux, but from a programming and configuration perspective, it was very complex and required a lot of time to configure-both for ourselves and for our customers. PRTG has proven to be much easier to use, in terms of configuration, changes and its ability to provide the historical context for network activity.”

Matt Myers, Senior Network Specialist,
Wire Technologie

“ Without a network monitoring system in place, our clients have no way of rewinding history to see what's causing their problems, or identify what their real equipment needs are. By understanding the traffic and demands on their system, they can not only solve problems more quickly, but also justify financial investments required to fund upgrades when necessary. For all of its features and flexibility, what really sells PRTG is its price. We were able to fully implement PRTG with about ten-times the features for less than the annual maintenance cost on the previous system. Plus, it runs on about one-third of the hardware. I've been in IT for more than 20 years and I've never seen anything like it.”

Jim Kirby, Director of Engineering,
Dataware Services

¹ 583 out of 609 respondents. Paessler Customer Survey, 2015.

FAQs for MSPs

What PRTG Licenses are Available?

You may use the PRTG 500, 1000, 2500, 5000, XL1 and XL5 licenses to offer a monitoring service to your customers. Each license of PRTG Network Monitor comes with the entire functionality for the use as MSP solution.

How Many Customers/Probes Can I Manage with one License/Installation?

You are free to use any PRTG license from our free 100 sensor license up to the PRTG XL5 license for MSP purposes, theoretically with unlimited probes. We make a practical recommendation not to use more than 75 remote probes with one core server of PRTG to maintain suitable performance. Of course this number depends on the number and type of sensors, the hardware, available bandwidth and other factors.

Here is an overview on how many probes (= customers) you can monitor with which license of PRTG:

Probes per License

Number of Sensors per Customer	PRTG License					
	100	500	1,000	2,500	5,000	XL1/XL5
25	4	20	40	100	200	400
50	2	10	20	50	100	200
100	1	5	10	25	50	100
250	-	2	4	10	20	40
500	-	1	2	5	10	20

- Go!
- Not recommended
- Test recommended
- Not supported

How about the ROI?

Of course the return on invest depends on a lot of factors: the license size and length of maintenance (12, 24 or 36 months) and the rate at which you bill your customers per sensor.

We recommend starting with a smaller license and upgrading to a higher one when you have rent out all sensors. The upgrade is as easy as one-two-three: just log in to your Paessler account, choose upgrade for your license, process the purchase through the shop and enter your new license key—that's it.

Below is some sample calculations that show you how to generate business with monitoring as a service based on a hosted PRTG installation. These are best case scenarios that assume that you start with a larger license, that you rent all sensors right from month one and we do not take in account additional cost such as hardware, bandwidth, or your efforts. Ideally you would take a similar approach with your ROI calculation but add the variables from your business model.

Example 1: Rental of \$0.25 per sensor/month

Number of Sensors	License Price	Costs/Sensor/Month	ROI in Months
500	\$ 1,600.00	\$ 0.27	12.8
2500	\$ 5,950.00	\$ 0.20	9.52
5000	\$ 10,500.00	\$ 0.18	8.4

Depending on your license, you need to charge at least \$0.25 per sensor per month for a return on investment in just over one year.

Example 2: Rental of \$0.50 per sensor/month

Number of Sensors	License Price	Costs/Sensor/Month	ROI in Months
500	\$ 1,600.00	\$ 0.27	6.4
2500	\$ 5,950.00	\$ 0.20	4.76
5000	\$ 10,500.00	\$ 0.18	4.2

Renting 5,000 sensors for \$0.50 per sensor per month will of course achieve a much faster ROI.

You know your customers, you know what efficient monitoring is worth, and you know what your customers will be willing to pay for a stable and best performing network. However PRTG can be positioned as the brand of a premium dedicated monitoring service to ensure you recover the cost.

For more details about the ROI calculation and for license and technical details about our probes please check our FAQs for MSPs document.

