

## Kaseya Traverse Offers UltiSat a Full-featured Platform That's Easily Extended and Customized to Meet the Organization's Unique Needs

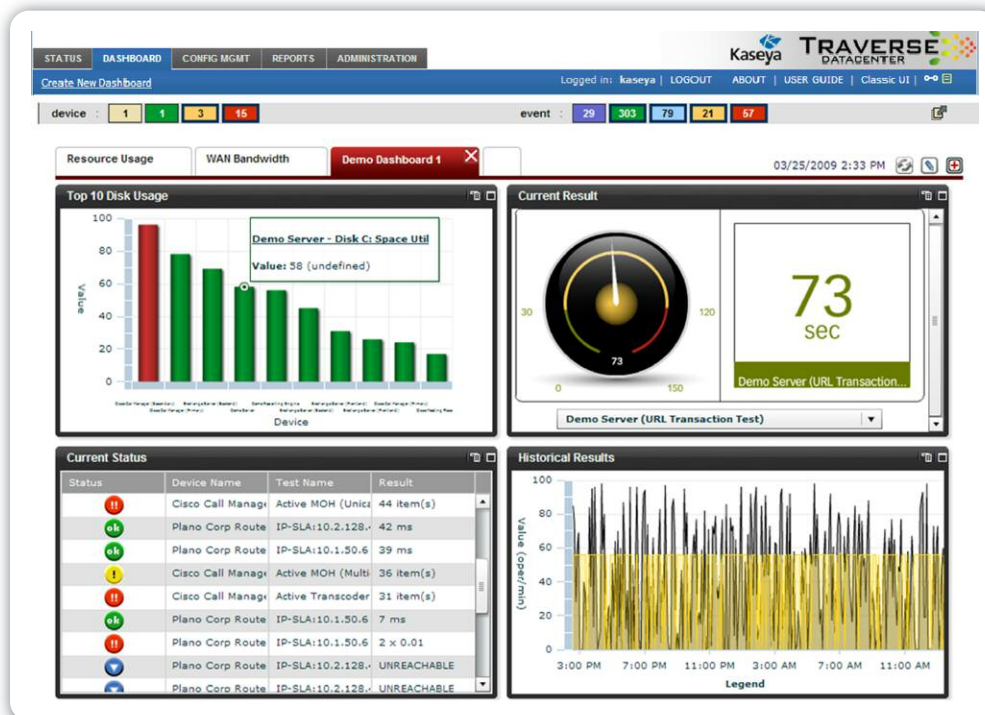
When one of UltiSat's customers required help to manage the satellite links for 250 of its remote locations throughout the world, it turned to UltiSat for design, implementation, operations and network management services. The contract required adherence to strict SLAs, involved complex measurements, and 24x7 lights-out monitoring. With many different types of sites spread across the globe, flexible management views were needed at the global, regional, and site level. Key applications relied on this network, and so a monitoring solution was needed that could deliver the required capabilities in light of the unique characteristics of the communications network.

### Why Traverse

UltiSat selected Traverse because of its configuration flexibility, comprehensive reporting capabilities and ease-of-use. Most of the alternative solutions that were reviewed required significant server resources, a long professional services engagement, and a team of dedicated personnel to run the monitoring application. This raised the total cost of running the system, and hence increased the overall cost of the project.

Traverse offered UltiSat a full-featured platform that could easily be extended and customized to meet the organization's unique needs. Most importantly, Traverse did not require any dedicated resources to run it, thereby improving the economics of the overall solution.

Using Traverse today, UltiSat is monitoring within strict SLAs and meeting the requirements of one of the most complex satellite communications infrastructure networks in the industry.



### Kaseya Customer

UltiSat, Inc.  
Global Communications Service Provider  
headquartered in North America  
[www.UltiSat.com](http://www.UltiSat.com)

### About UltiSat

UltiSat is a global satellite communication infrastructure and services provider, designing, integrating, maintaining, and operating turnkey satellite systems for government, nongovernment organizations (NGOs), service providers, and enterprises in more than 100 countries on six continents. UltiSat provides C-- and Ku--band fixed satellite services (FSS), Inmarsat and Iridium mobile satellite services (MSS), and teleport services. UltiSat has its headquarters in Maryland, USA.

## How UltiSat is using Traverse

Traverse has four types of users, each with a different perspective. The NOC team uses Traverse for day-to-day monitoring and creation of tickets. The engineering team views aggregate and trend data to better tune and engineer the network. The customer uses Traverse to perform auditing of committed performance levels, and regional users (the customer's internal constituents) perform auditing for their portions of the network.

The Traverse API is used for two-way integration between Traverse and the external 'Health Check' application. The external application retrieves metrics from Traverse, processes this and other data, and then writes back into Traverse a status which generates graphs and tickets for certain status conditions.

Containers are used to organize views in a hierarchy all the way down to site-level containers that include tests for primary and redundant infrastructure. Specialized containers are utilized for specific purposes, such as troubleshooting and engineering analysis.

### Traverse Capabilities:

- Virtualization Monitoring
- Business Containers
- Traverse API
- Plug-in Extensions
- Composite Metrics
- Event Processing Rules

### Supported Infrastructure:

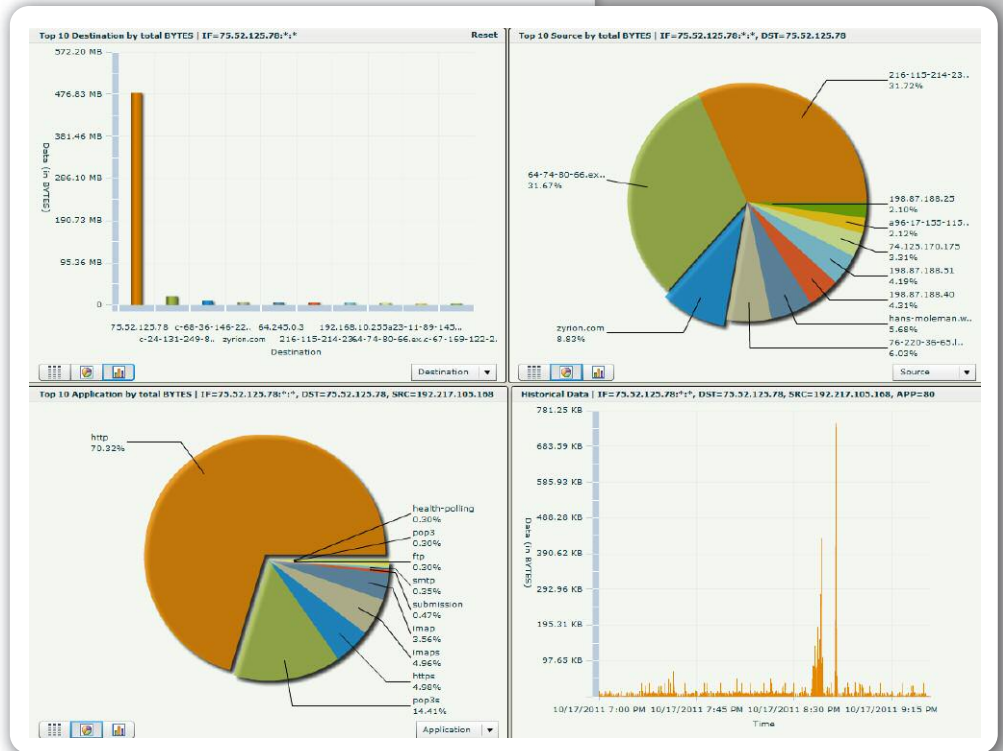
- Cisco Routers
- Inmarsat Modems
- iDirect Modems
- Minuteman UPS
- Application Servers

To learn more about Kaseya Traverse, please visit:

[www.kaseya.com/solutions/traverse](http://www.kaseya.com/solutions/traverse)

For your FREE trial, visit:

[www.kaseya.com/traverse](http://www.kaseya.com/traverse)



*“Traverse enables us to increase visibility and control over our IT infrastructure, measure service SLAs, and reduce costs. In addition, as we have deployed Traverse, we have been greatly impressed with the quality and responsiveness of technical support.”*

**Jim Crichton**  
VP of Engineering at UltiSat

### About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit [www.kaseya.com](http://www.kaseya.com)