

Smart Mediation For MSPs

Unify Client Monitoring Across All Domains

The Challenge

Managed Service Providers (MSPs) face the same operational pressures as corporate Operations teams — but multiplied across many clients, each with its own mix of equipment, vendors, legacy systems, and evolving requirements. Supporting these environments often means juggling multiple monitoring tools, inconsistent alarm formats, proprietary vendor ecosystems, and custom integrations that must be maintained over time.

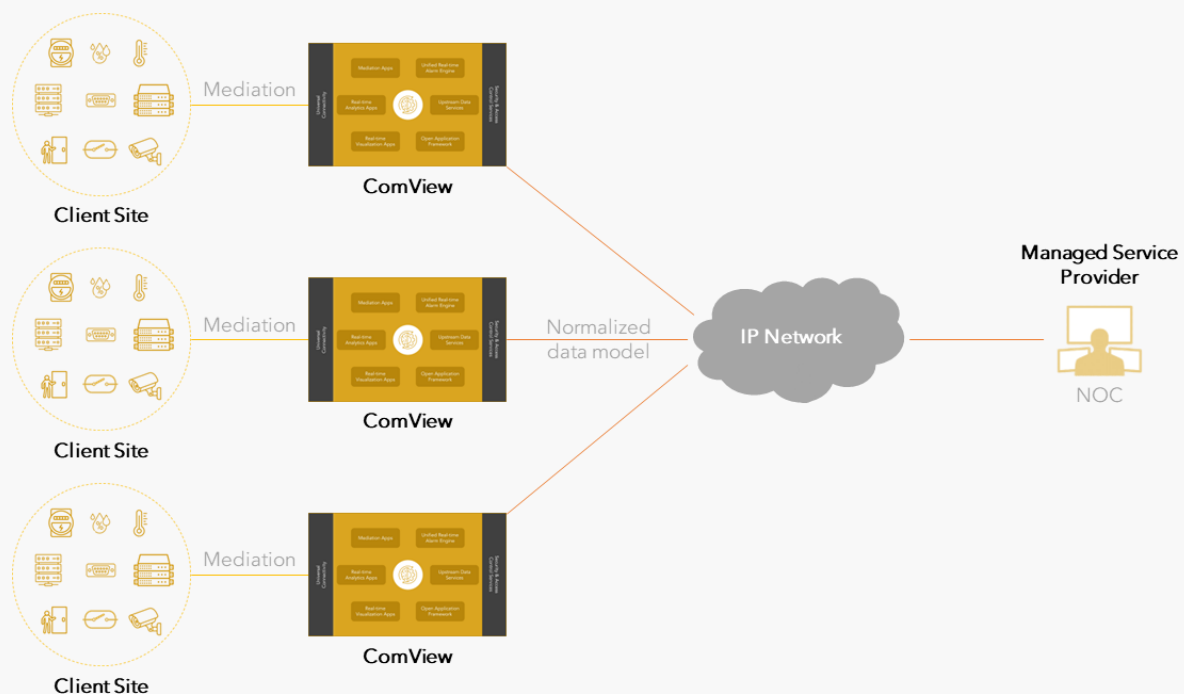
This fragmentation creates significant challenges:

- **Inconsistent Visibility** — Each client site may require a different toolset, making it difficult to maintain a unified operational workflow
- **High Integration Overhead** — MSPs must constantly adapt to new client requirements, new device types, and new vendor technologies
- **Slow Onboarding** — Bringing a new client into the MSP's monitoring ecosystem often requires custom engineering or manual configuration
- **Limited Scalability** — Supporting diverse infrastructures with disparate tools increases operational cost and reduces service agility

MSPs need a platform that adapts to their clients — not the other way around

The ComView Solution — One Platform for All Clients

ComView provides MSPs with a unified mediation and intelligence platform that simplifies onboarding, standardizes visibility, and enables scalable service delivery across mixed-vendor environments.





Universal Mediation

Normalize telemetry and alarms across any onsite domain: power, environmental, IT, network, security, and application-level systems



Cross Client Visibility

Consistent dashboards and workflows across mixed vendor client environments



Vendor Neutral Integration

Eliminate proprietary formats and one-off integrations with a unified data and alarm model



Extensible Platform

Add new capabilities or domain specific apps as client requirements evolve — without redesigning workflows



Upstream Standardization

Deliver clean, structured intelligence to NOCs and enterprise platforms via SNMP, MQTT, and CSV formatted data



Service Scalability

Onboard new clients quickly and expand service offerings without increasing operational overhead

The Results — Scalable Services, Lower Overhead, and Higher Client Value

By consolidating client monitoring into a single platform, MSPs gain:

- Faster onboarding with minimal integration effort
- Lower operational overhead by eliminating multiple vendor tools
- Consistent workflows across all client environments
- Higher service reliability through unified alarms and normalized data
- Greater agility to meet evolving client requirements
- Stronger commercial positioning with a platform that adapts to any client site

ComView empowers MSPs to deliver enterprise-grade monitoring and operational intelligence at scale — without the complexity traditionally associated with multi-client environments.

Who It's For

This solution is designed for:

- Managed Service Providers (MSPs) supporting diverse client infrastructures
- Network Operations Centers (NOCs) managing multi-vendor or multi-client environments
- IT outsourcing firms delivering remote monitoring and management services
- Corporate Operations teams responsible for distributed sites across business units
- Organizations with mixed-vendor or legacy equipment seeking unified visibility
- Service providers expanding into new industries with evolving monitoring requirements

ComView gives MSPs and Operations teams the same advantage: a single, extensible platform that unifies all domains, simplifies workflows, and delivers consistent visibility across every site they support.